



An overview of accessible Tourism information at Taman Mini Indonesia Indah Jakarta

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Abstract

Currently tourism is one of the areas that have received special attention from the government. With many tourists, both local and foreign, visiting tourism areas in Indonesia, will likely always bring more income to the country. With more and more people traveling and most of them having special needs, such as the elderly, young children, pregnant women, people with permanent and temporary disabilities, it is important that tourism objects must be fulfilling the standard from UNWTO concerning the idea that tourism must be felt by everyone or what is known as 'Tourism for All', including information dissemination. In the tourism industry information can be a determinant factor whether a tourist who comes to a tourist destination will feel satisfied or not. Through the information, all things about attractions can be conveyed to prospective visitors or visitors. Therefore, this study aims to determine the extent to which Taman Mini Indonesia Indah implements accessible information for tourism. In this study using descriptive qualitative methods, the primary data was obtained through field research during the period of January-March 2019. The results obtained are an overall picture of the information available in each tourist attraction at Taman Mini Indonesia Indah which is explained into seven categories, namely: printed material, digital document, audiovisual content, websites, apps, cell-service terminals, and signage. The overall conclusion is that Taman Mini Indonesia Indah still needs to improve the accessible information made available for tourism according to desired standards so that it complies with the standards of the UNWTO. This is especially for the apps and self-service terminal categories. It is expected that if accessible information for tourism is increased, visitors to the Taman Mini Indonesia Indah will increase, especially the number of visitors from abroad and this is important for tourism sustainability.

Keywords: tourism, disabilities, accessible information, tourist destination, Taman mini Indonesia Indah

Introduction

Taman Mini Indonesia Indah (TMII) is an idea from Mrs. Tien Suharto. She wanted to make a garden which is a miniature of Indonesia. TMII describes the culture in each province, along with traditional houses, handicrafts, traditional clothes and daily life for the Indonesian population in each region (Ministry of Tourism Republic of Indonesia, 2018). This was because then it allows every tourist who comes to TMII to learn about the whole culture in just one day. Along with the development of this era, TMII was increasingly equipped with various educational facilities and public infrastructure, such as museums, recreational parks, flora and fauna and included places of worship for all religions as well as lodgings.



According to Expat Indonesia, TMII is one of ten amusement parks that must be visited while in Indonesia (Toledo, 2017). An amusement park is part of the tourism industry where its role is very important because it is one of the determinants for the increase in the tourism industry globally (Lee, et al., 2015). Because the amusement park is part of tourism, TMII must be enjoyed by everyone. Tourism that can be enjoyed by everyone can be interpreted as Tourism for All, where it is a social necessity that is also very profitable for business (Pasific Asia Travel Association, 2015). Tourism is one of the valuable factors to increase the economic growth (Shidende, et al., 2019). There are various kinds of tourism products that can be combined into a saleable product (Makuzva & Ntloko, 2018).

According to the vision of the Jakarta local government, that as a capital city Jakarta must be: secure, convenient, prosperous, productive, sustainable and globally competitive (Adiati, et al., 2018), so the tourism sector should be able to provide tourism objects that can be enjoyed by people with special needs, by their rights under the same conditions as other normal people (World Tourism Organization, 2013). Tourism activities must be for everyone, no matter whether they are adults, children or disabled people (Luccio & Beltrame, 2018). Those included in the group of people with special needs are those who have physical, intellectual deficiencies whether permanent or temporary, parents, small children, pregnant women, and people carrying luggage (Darcy & Dickson, 2009). With the increasing number of people with disabilities in the world (Migliaccio, 2018), the tourism sector must be able to adapt to the current situation.

Accessible tourism is one subject that is often discussed in tourism circles and is very much considered by the tourism industry globally (Lewis, 2017). Accessible tourism will be a form of competition between tourist destinations, both in terms of human rights, new market segments or the provision of perspective services (Michopoulou, et al., 2015). Facilities and infrastructure that are available in tourist destinations must be accessible to visitors with disabilities (Mahmoudzadeh & Sarjaz, 2018) as well as display related information. The needs and wants of tourists are always changing (Oosthuizen & Ferreira, 2019) that's why the tourist objects must have accurate information displayed concerning a place.

All parties who have an interest within the tourism sector must be able to provide accurate, relevant and timely information to everyone, both before, during and even after the trip (World Tourism Organization, 2016). In every transaction, the exchange of information is important, but it becomes very crucial when transactions occur within the travel industry and tourism where satisfaction plays an important role (Williams, et al., 2004). Information can be a determinant whether tourists who come to tourism places can feel satisfied or not. The lack of available information can cause errors and disappointments that ultimately result in dissatisfaction with tourists (Wee & Sanmargaraja, 2016). Information can be one of the links to maintain the usability, accessibility, and equality of citizens (Altinay, et al., 2016).

Based on the background, the purpose of this study is to see the extent to which Accessible Information for Tourism is being implemented by Taman Mini Indonesia Indah.

Literature Review

Accessible Tourism

With the concept of tourism for all, accessibility becomes a determining factor for every tourist attraction (Natalia, et al., 2019). Accessible tourism is tourism that can be enjoyed not only by people with limited mobility but also for people with sensory disabilities, learning disabilities or chronic diseases (Buj, 2010).

Accessible tourism is a quality perspective on tourism and provides a different and evolving point of view (Cocco & Brogna, 2018). Tourism activities must include everyone, no matter if they are adults, children or disabled people (Luccio & Beltrame, 2018). Accessible tourism will make it easier for everyone to enjoy tourism (Zsarnoczky, 2017).



Accessible Information for Tourism

Accessible information is a collection of data, accepted and understood by individual individuals or groups (Mulyaningrum, et al., 2018). Holidays can provide a good memory and will not be forgotten, but can also be a bad experience if there is no information and appropriate guidance about the destination (Wee & Sanmargaraja, 2016). Information about a tourist destination that can be accessed will be a factor that finalizes the decision of persons with disabilities to take a trip (Kołodziejczak, 2019). Accessible information is a piece of information that available in a format which allows each user to access content, with the principle of "equality with others" (European Coalition for Community Living, 2009).

According to Skalska in (Kołodziejczak, 2019) when making information available for the persons with disabilities, one must pay attention to several things, including: (1) Information must be understood by all audiences, clear, understandable, unambiguous, and can be added with voice, animated images or graphics, (2) information should be divided into several parts, (3) people with visual and hearing impairments must be provided with information that they can understand, with the same scope as normal users, (4) If the information is available on the internet, then an easy navigation system needs to be provided, (5) if the information is presented in a multimedia form, it must be equipped with audio, (6) the text and graphics must provide the same information and content for the colored version or black and white versions, (7) If information on the internet has shiny elements, moves or flashes very fast, it must be stopped by the user immediately.

According to (World Tourism Organization, 2016) accessible information for tourism has seven dimensions, including:

- (1) Printed Material: is print media that can be in the form of brochures, posters, and maps that contain information needed by tourists according to their interests and needs (Misal, et al., 2017). Printed material is used to gives information about companies, products, and services (Kivenmäki, 2011).
- (2) Digital document: Digital documents are used to share the information of the tourism sector, to ensure that people can find out what they are downloading, and the content must be usable and accessible (World Tourism Organization, 2016).
- (3) Audio Visual Content: audiovisual aids in the tourism sector can be made in various types, such as trailer videos, audio or video guides, or display boards contained in vehicles or passenger terminals information (World Tourism Organization, 2016).
- (4) Website: Internet and Web technology plays an important role in the tourism industry because it provides access to a large number of tourism products and services from various parts of the world, from virtual travel agents or site booking sites to information about tourism facilities (World Tourism Organization, 2016).
- (5) Apps: is a software application for mobile phone, where they already have a website that can provide different cellular services or provide information about transportation or tourist destinations (World Tourism Organization, 2016).
- (6) Self-service Terminals and Mobile/Smart Devices: This terminal allows visitors to do some actions such as buying a ticket or independently check information twenty-four hours a day (World Tourism Organization, 2016). The conditions that must be fulfilled are: in front of the terminal there must be sufficiently large area for people with disabilities using wheelchairs, not to be exposed to direct light which will be dazzling for the user, and if possible should be equipped with Braille (World Tourism Organization, 2016).
- (7) Signage: signage is a tool that can facilitate people with disabilities to get to know the surrounding environment without the need for help from others (World Tourism Organization, 2013). Accessible services and facilities must be available in symbols/images that are easy to understand with the right size and color of the image that contrasts with the background (World Tourism Organization, 2013). Signage placement must be free from all obstacles so that everyone can easily see the signage (World Tourism Organization, 2016).



Methodology

This research method used in this study was based on a qualitative study. According to Sugioyono, qualitative research is a study that is used to research the condition of natural objects, where researchers are the key instruments in this research (Sugiyono, 2015). Whereas according to (Moleong, 2017), qualitative research is a form of research conducted to understand a phenomenon about what is experienced by the subject and explained descriptively in the form of words and language in the form of a scientific context and by utilizing various natural methods. According Rachmat Kriyantono (Hidayat, 2018) The purpose of qualitative research is to explain a phenomenon by collecting data in detail because the completeness and depth of data is an important factor for this research.

Primary data was obtained by conducting field research at Taman Mini Indonesia Indah and conducting several interviews with officers. The field research was conducted in January 2019 - March 2019. To get the data in-depth and thoroughly, the researchers spent six to eight hours for each visit. The researcher used the checklist as a guideline during field research. To strengthen data during conducting field research, it was also equipped with photographs of each object, brochures collected, CDs, and information books presented in the form of print-outs. And coupled with information available on the official web and mobile applications. While secondary data was obtained from literature studies, both from books, academic and popular journals, UNWTO reports, and available websites.

When the field research was completed and the checklist was filled out, together with all the findings from the documentation, the overall data was analyzed. Data was systematically evaluated based on checklists, notes, photographs and other materials such as brochures, CDs and online information obtained from each web. Through analysis, researchers could then describe accessible Information for Tourism at Taman Mini Indonesia Indah.

Findings

(1) Printed materials

The Taman Mini Indonesia Indah information service center provides a map of 'Go Around Indonesia in one day'. That is the complete map for all the objects in Taman Mini Indonesia Indah. The map shows the regional pavilion, museum, main buildings, rides & theater, parks, facilities and houses of worship. On the back of the map very little information about Taman Mini Indonesia Indah, is included, including opening time, and telephone number for information and reservations available in the Indonesian language. Whereas in the part of the map that illustrates the location of each tourist object, the names are available in two languages, English and Indonesian. The map also has a price list for each tourist attraction paid in Taman Mini Indonesia Indah. Information about the price is available in two languages, namely English and Indonesian.

In addition to the map, the Information service center also provides booklets containing calendar events (Calendar of Events) for every two months. This booklet is available in two languages, English and Indonesian. In this booklet, besides the information about the events that will be held, there is also a map of Taman Mini Indonesia Indah and a prices list for each tourist attraction in Taman Mini Indonesia Indah, along with a phone number of the marketing office and Taman Mini Indonesia Indah information if there are visitors who want to rent Sasono and Puri and require information about entrance ticket prices or rental reservations.

For map and brochure, the color between the base color of the paper and the writing is quite good, because the text uses black color while the paper has a background of light blue, light brown, pink, orange and white so that the writing can be read with ease. It's just that the size of the letters that describe the name of each tourist attraction on the map is a bit too small, so for elder people and persons with the decreased vision, it will be difficult to read it, without the aid of tools such as glasses or even a magnifying glass.



In addition to the information service center, there are also printed brochures in some regional pavilions. Regional platforms that provide brochures are the DKI Jakarta, Bangka Belitung, South Kalimantan, Bengkulu, and the Riau Islands. The DKI Jakarta Pavilion has a brochure containing information about footage of Jakarta culture or tells a glimpse of what is on the Pavilion. In addition to providing brochures available in two languages, English and Indonesian, and a booklet on tourism objects in Jakarta is also available in Mandarin and English. The DKI Jakarta Pavilion also provides a map of Jakarta along with the locations of tourist attractions, hospitals, shopping places, places of worship, airports and others. And on the back of the map, there is also a map of Trans Jakarta and electric trains (KRL). For maps presented in English. DKI Jakarta Pavilion is the only one that provides a 'Criticism and Suggestion form'. Pavilion Bangka Belitung provides a booklet about tourist attractions in Bangka Belitung which is available in English and Indonesian. There is also a tourist map of Bangka Island. In addition to the booklet, Bangka Belitung pavilion also provides brochures about Bangka Belitung in a pocket version. Bangka Belitung Pavilion, is one of the platforms that provides questionnaires for the satisfaction of visitors to the Bangka Belitung bridge, but unfortunately this is only available in Indonesian.

The Riau Islands, South Kalimantan, and Bengkulu platforms, have brochures which are available in the Indonesian language. In addition to printed material, they have alternative formats available in several regional platforms. There are maps of the area in every platform. Maps of the area are framed and hung on the walls.

When it comes to the museums, not all have printed material. Even if there is information, this is only available in the Indonesian, except the Hakka museum. The Hakka museum brochure is available in three languages, Indonesian, Mandarin, and English. The museum which provides brochures is the Pusaka Museum, a new electric and energy museum, an Asmat museum, a science and technology demonstration center, an Indonesian museum, and a stamp museum. For some museums, alternative alternatives are printed in large sizes, most of which are available in Indonesian.

For tourism objects that are related to flora and fauna, there is nothing that provides printed material or alternative formats. As for the recreation areas, some provide brochures such as the Keong Mas legend park, the Keong Mas Imax Theater, and the World Sky. But unfortunately, all these brochures are available in Indonesian only.

(2) Digital documents

For all the tourist objects available in Taman Mini Indonesia Indah, there is only one digital document available on the official website of Taman Mini Indonesia Indah. Digital documents are only published every two months. The page for downloading the document is http://www.tamanmini.com/pesona_indonesia/informasi_marketing.php. In that document one finds the name of the activity, the place of activity, the date and time of the activity will take place. Besides presenting activities that will last for two months, this document also contains a whole map of Taman Mini Indonesia Indah.

The digital document also provides information about entrance ticket prices for all vehicles and the price of admission for all tourist attractions in TMII. The entire digital document is quite adequate because there is a picture to complete the text provided. But unfortunately, the digital document only available in Indonesian language.

(3) Audio visual content

The audiovisual content is available in the library located within TMII. To access a collection of audiovisuals, visitors must be assisted by officers from the library, visitors are not allowed to search directly in the storage areas. The available videos have many kinds of subjects, from the culture in each province to architecture, and tourist objects from each province. The TMII library also sells DVDs entitled the Nusantara dance parade, a parade of folk songs and archipelago carnival.



From the thirty three regional platforms in TMII, only Bangka Belitung pavilion provides audio in the form of DVDs that are distributed free of charge to visitors who come to the bridge. The DVD contains information about tourist objects in Bangka Belitung. Almost all museums in Taman Mini Indonesia Indah are equipped with audiovisual materials. Some of the audiovisuals are equipped with interactive videos or recent applications such as SIJI. They provide audiovisuals in two languages, Indonesian and English. There are several audiovisual instruments in museums that are in the process of being repaired or entirely damaged.

The Indonesian Museum has broken audiovisuals located near the entrance. Inside the museum, there is an audio tool that emits the sound of musical instruments used in the shadow puppet show.

The Information Museum is one of the museums that have audiovisual content, which is presented in a form of a video that presents images and sounds. The video is about the news or films of the past that continue to develop. Meanwhile, audiovisuals that have content about museum information are in the entrance area and in two languages, English and Indonesian.

The Sports Museum is one of the modern museums where the SIJI application is one of the facilities there. SIJI application is the newest mobile application commonly used in the museum. This application will present the information in a 3D video or picture with the audio directly to the mobile. First, the visitor must download the application on their android mobile then scan the displayed barcode, and the result will appear in the visitor mobile with the language choices. Beside the SIJI application, the museum is also equipped with the television screen where it gives information about everything in the museum. A television screen is available in several areas inside the museum and displays relevant information.

Besides the SIJI application and television screen, the museum also equipped with an Automatic Display Slider. It's visual equipment gives information about sports, athletes, uniform, sports instruments, sports equipment, etc. regarding sport. The Science Center has a lot of its audio-visual content available in several areas, and some of the content is interactive. The visitor also can trial much of the equipment there. In the entrance area, there is a visual display to show the map inside the museum.

The tourist object of flora and fauna that are equipped with audio-visual content are Fresh Water World, Insect Museum and the Butterfly park. In the Fresh Water World there is a cinema theater with a 3D movie. The visitor must buy a ticket if they want to watch a movie. The movie will still be running even though only one person may have bought a movie ticket. There are eight kinds of movies including Planet Dinosaur, Flower, A Turtle's Adventure, Undersea Gallop, The Cretaceous Trip, Undersea Explorer, Deep Sea Empire, And Forest Adventure.

Audio-visual content at the Insect museum and Butterfly park is set in a big room and they will play the movie when a big group comes to visit. The facilities are free of charge. Keong Mas theater is a tourism object that has audio-visual content, but the visitor must pay for the ticket. The content is about Indonesian culture, environment, science, and education. Some of the movies are an imported film with educational content. The ticket price is Rp. 35.000 per person and Rp.60.000 per person for VIP.

Another tourism object that has audio-visual content is Theatre 4D. Theater 4D is provided with the advanced technology with a motion seat that will be move and be in sync with the action in the movie. The visitor will be able to feel and enjoy special effects such as wind, fog, lightning, and scents when watching a 4D movie. Ticket prices for 4D theater are different between weekdays and weekends, which is Rp. 20,000 at weekdays and weekends at Rp. 25,000. This cinema has a capacity of up to 260 people.



(4) Website

The official website for Taman Mini Indonesia Indah is http://www.tamanmini.com/pesona_indonesia/. This website provides all the information about tourist attraction at Taman Mini Indonesia Indah. The weakness of this website is that it only displays in the Indonesian language. Another website for Taman Mini Indonesia Indah is <http://www.tamanmini.com/home>. In this website, there is a choice between Indonesian and English. This website is quite different from the first one, when opening this website it will direct one to the Taman Mini Indonesia Indah map with a symbol and text of tourist objects. Then one can choose one of the objects that one wants to know about and then the web will direct one to the tourist object page that one selects, and on this page, one can choose the desired language. There is a choice between Indonesian and English. This website serves in English only for the tourist objects and for the other menu such as events and news it is only in Indonesian. The menu of the ticket cannot be opened and must be reached from the first website where this website is integrated through the "Main Page" menu option. But as already explained there is no choice for the English language on the first website.

For the recreational rides, some of the tourist objects have their website besides the official website. The tourist objects are Snowbay Waterpark, Imax Keong Mas theater and Keong mas Legend Park. All three tourist objects have their websites because they are recreational objects that are in much demand by visitors. The official website for Snowbay is <http://www.snowbay.co.id/>. All the menu in the website uses English, but when we open the content is only in the Indonesian language. The menu contained in this website has info on merchandise, promos, galleries, news, and a contact us section. From the entire menu, the merchandise part cannot be opened/has no information. Unfortunately, the website doesn't provide the entrance fee for the visitor, so it will be difficult for a visitor if they want to visit the water park. The visitor must also open the official website of Taman Mini Indonesia Indah to know the price for Snowbay entrance fee.

Theater Imax Keong Mas official website is <http://keongemas.com/>. Same with the Snowbay website, all the menu on the website uses English but all the content is in Indonesian. The big difference from the Snowbay website with this website, is there are schedules for every show in a month and ticket prices for each movie played at the Keong Mas theater. On this website, prospective visitors can see the trailer of some films played at the Keong Mas theater and this can help one to decide which films to select. In addition to the trailer, there is also a summary of the stories from the films, even though they are all only available in Indonesian.

Taman Legenda Keong Mas official website is <https://www.tamanlegenda.id/>. This website has an English only for the menu, but all the content is in Indonesian. This website displays all the information on the first page, starting from images of attractions, promo prices, ticket prices, and contact information. For the menu item, only the attraction and home can be opened, and then only in the form of pictures without any text.

(5) Application

Jelajah Museum TMII' is the first mobile application made in 2017. This application is a game for a group with maximal four people in a group. This application an adventure game that will cover all museums in TMII. The information will be given to each group to know which museum one has to visit, and after arriving at the museum there will be several questions regarding the museum that must be answered by each person in the group.

After the Jelajah Museum, Taman Mini Indonesia Indah developed another mobile application in 2018. This was called Reborn Keong Mas. This application was made to integrate all the featured entertainment in the Keong Mas Theater. Until now the application is still in progress of development, that's why the application cannot be used. Later this application will likely provide information about many things, such as information about Keong Mas, the visitor data, information about available facilities and much more. It is currently unknown whether the



content will be available in languages other than Indonesian because if you see it from the temporary menu display it is available in English

Another game application called "Museum Adventure" was created on 16 July 2018. This application was made to increase the desire of one to learn about museums. The users of this application must use a QR code to answer questions about the museum, and the winner will get merchandise. Currently, the application can only be used in the Science and Technology Demonstration Center Museum.

The three applications have not been able to function properly and still continue to be developed. Even though the Jelajah Museum and Museum Adventure are a game application, inside the application they still provide information about the museum.

(6) Self-service Terminals and Mobile/Smart Devices

At Taman Mini Indonesia Indah a self-service terminal can be found mostly at the museums. The self-service terminal at the museum only provides limited information, and most of all are not equipped with the audio ability, displaying only pictures and text, except at the Sports Museum. The self-service terminal mostly used only Indonesian.

The self-service terminal is commonly located in the reception area or placed in the open and wide area so that it will be easier for visitors who use wheelchairs. The terminal cannot be equipped with braille because most of them are a touch screen. All the self-service terminals can't be adjusted to lower or elevate the terminal. Some of the regional pavilions have the self-service terminal but these are all broken. There is no self-service terminal which can be found at the recreational objects.

(7) Signage

The signage at Taman Mini Indonesia Indah is almost all provided in English and Indonesian. Size of the signage varies. The size of the signage is still possible for visitors to read. For good contrast, most of the colors used in the signage have either a blue or green background and white for the text or picture, so the signage can be read clearly. Signage that is in the outside of recreational objects/museums/regional pavilion area is not universal because it is only available in Indonesian, different from the one available inside the recreational objects/museums/regional pavilion which is available in two languages and there are several available in pictograms as well. Directions on the highway function as a guide to get to TMII available is in two languages, namely Indonesian and English.

In terms of placing signage, it is varied. Some of the signage is installed in a high position so that it makes it easier for visitors to see and read them, while some are located below so if the visitor doesn't pay close attention to the surrounding signage they won't be visible to read. The pictogram that is widely used in Taman Mini Indonesia Indah is a non-smoking sign, a prohibition on photographing and a prohibition on eating and drinking in certain areas.

Discussion

Due to a common requirement for accessible information for printed material, the brochure of Taman Mini Indonesia Indah is already quite good. Because in the brochure one is provided with information such as a map, opening/closing hours, telephone numbers for information and reservations, and the prices for all the tourist objects. There is a good contrast between the light blue color for the background and black color for the text. The disadvantages is that these are available only in Indonesian. Due to a common requirement for accessible information for the digital document, the content of Taman Mini Indonesia Indah digital document is very useful for the reader but unfortunately served only in Indonesian. Even though the document is only published every two months it can be found as a calendar event for two months, Taman Mini Indonesia Indah map, the price for every tourist object, and other information needed are available.



Due to a common requirement for accessible information for audio visual content, the audio-visual content at Taman Mini Indonesia Indah does have information about culture, traditional dances, and education. It is unfortunate that the access for audio-visual content at the Taman Mini Indonesia Indah Library is closed, so the visitor needs to a member first and will get help from the librarian staff to pick the needed audio-visual content. Only Bangka Belitung gives an audio-visual content for every visitor who comes to their pavilion. Mostly the museum is equipped with the required and desired audio-visual content.

Due to another common condition for accessible information for a website, Taman mini Indonesia Indah website is already quite good. It provides all the information about tourist objects, from the history of each object, daily events, ticket price list and contact number for information and reservation. But the website is using Indonesian only, so it will be difficult for the foreigner to find the information about Taman Mini Indonesia Indah. There is another website that is integrated with the official website, on this website provided with English and Indonesian. The second website is not as complete as the official website, so some of the information is still missing and one needs to find this in the official website. Due to a common requirement for accessible information for application, so far the Taman Mini Indonesia Indah has already developed three mobile applications. The two applications include an adventure museum game and the other is an integrated application for Keong Mas Theater. One still cannot predict the language that will be used, because all the three application are still under development and not yet running well. The three applications are under development because they just started to develop these in 2018 and early 2019, so they cannot be running efficiently yet but can be downloaded at the Application Play store in their current state.

Due to a common requirement for accessible information for self-service terminals and mobile/smart devices, these can mostly be found at the museums. The terminal allows the visitor to get the information they need. This condition is also fulfilled, because the terminal is placed on the front (reception area) with a wide-area so will be easier for the visitor with a wheelchair to manoeuvre. West Sumatera and DKI Jakarta pavilion is a regional pavilion with a self-service terminal, but both terminals are broken. The recreational object is not equipped with a self-service terminal. Due to a common requirement for accessible information for signage, Taman Mini Indonesia Indah already has some good signage. The signage is using pictograms and text. Some of the signage is using Indonesian and English and some is using Indonesian only. Some of the location of signage is free of obstacles and easy to see and read.

Conclusion

Referring to the research objectives, the to seven categories for Accessible Information for Tourism have not been applied in their entirety at Taman Mini Indonesia Indah. Those mostly implemented are printed material, digital content, website and signage. Self-service terminals and audiovisual content are mostly installed in the museum area. The other area with a self-service terminal is a regional pavilion but it is in a poor state of disrepair. It would be good if the self-service terminal can be optimized to be functional again, not only for giving information but maybe also used for ticketing purposes. The application is the least implemented of the seven categories.

If accessible information for tourism can be implemented at Taman Mini Indonesia Indah for all the categories for this will be beneficial for all stakeholders. It can also be a competitiveness factor Taman Mini Indonesia Indah and boosts its sustainability prospects.

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