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**Title:** “The development of the innovative educational method of ACCESSIBLE tourism in Central Europe” – ACCESSIBLE

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### **Results of surveys conducted among people with disabilities in Poland**

The survey was conducted online and directly by interviewing respondents between October and December 2023. 300 people participated.

The respondents were dominated by people with disabilities related to old age (27%) and physical disabilities (25%), followed by visual (18%), hearing (15%) and multiple disabilities (10%). Some of the respondents (8%) also experience temporary disability (Table 1, Fig. 1).

Tab. 1. Type of disability: Q1 “What disability do you live with? Multiple choice is possible”

Type of disability	% of respondents
Sight	18
Hearing	15
Locomotory	25
Speech	7
ASD (Autism spectrum disorder)	5
Intellectual disability	5
Psychosocial disability	2
Multiple disability	10
Obstacle related to my age	27
Temporary disability (after an operation or illness, accident etc.)	8
Other (please specify): (including multiple sclerosis, cancer, diabetes, asthma, cardiovascular diseases, stroke)	4

Source: survey results, N=300, respondents could provide more than one answer

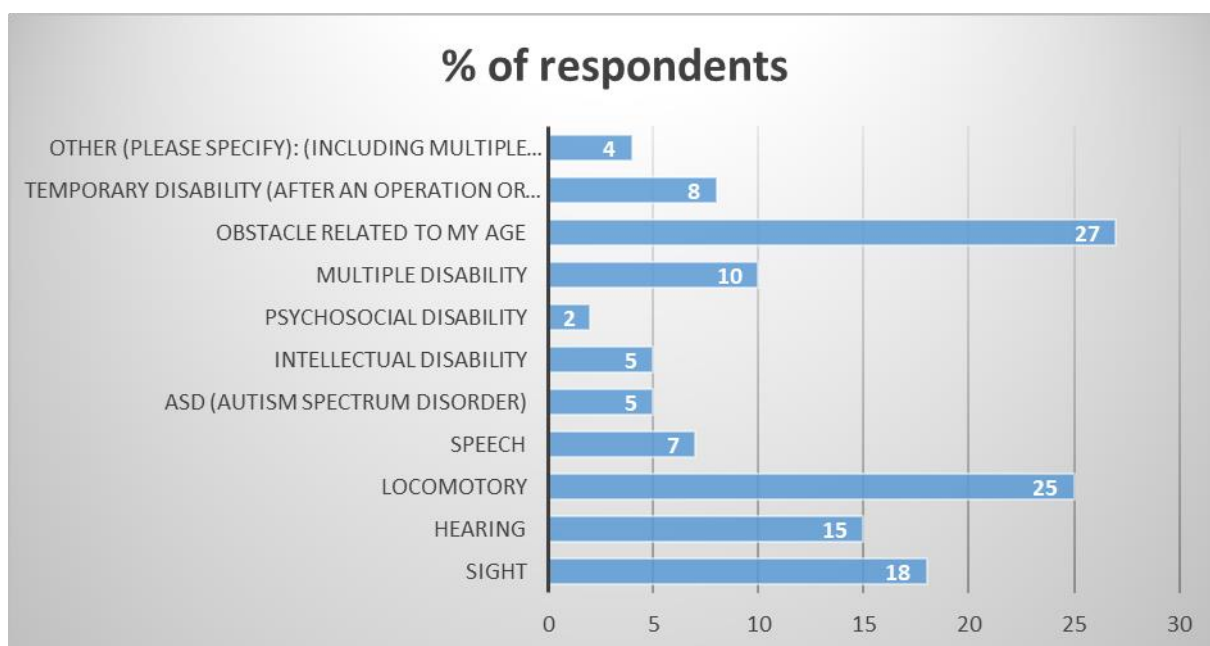


Fig. 1. Type of disability: Q<sub>1</sub> “What disability do you live with? Multiple choice is possible”

Source: survey results, N=300, respondents could provide more than one answer

Respondents in the dominant group described their degree of disability as "I am slightly limited in daily activities (47%) and "I occasionally need help in daily activities (28%). 21% of respondents felt significant limitations in their daily functioning (answers: I am very limited in my daily activities; I constantly need help in my daily activities; I need constant supervision) (Table 2, Fig.2).

Tab. 2. Degree of disability (in the subjective assessment of respondents): Q<sub>2</sub> “What is the statement you most agree with? I ...”

Degree of disability	% of respondents
am slightly limited in my daily activities	47
am very much limited in my daily activities	9
intermittently need assistance with daily activities	28
permanently need assistance with daily activities	7
need constant supervision	5
do not want to answer	4

Source: survey results, N=300

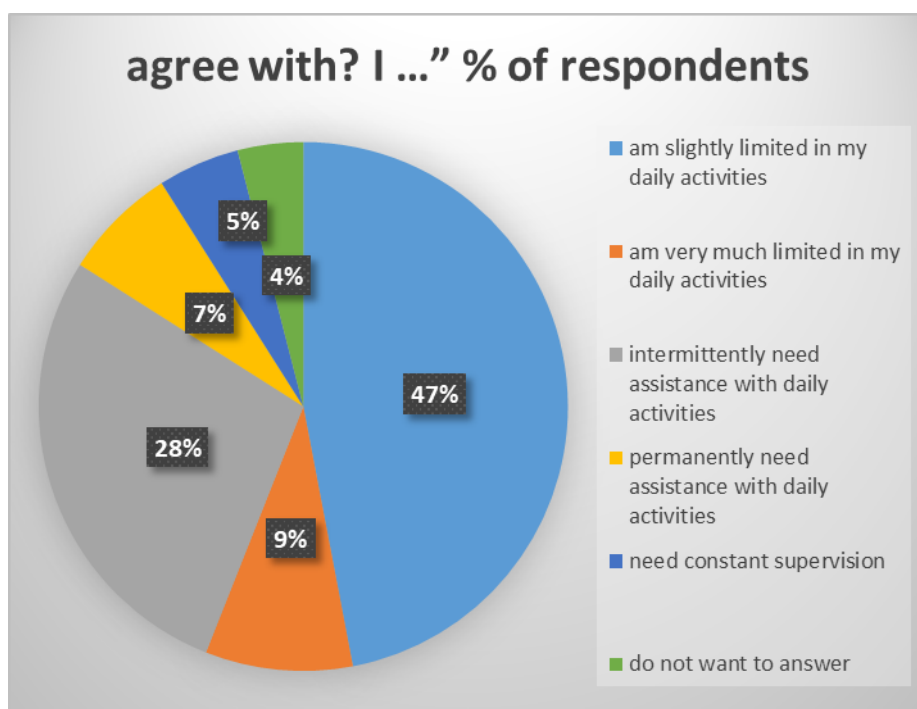


Fig. 2. Degree of disability (in the subjective assessment of respondents): Q<sub>2</sub> “What is the statement you most agree with? I ...”

Source: survey results, N=300

Respondents described their own mobility possibilities from trouble-free - I can travel by all means of transport without any assistance - more than half of them (51%) answered - to negligible (I cannot move without an assistant - 12% of responses) or none (I am not mobile at all - 3% of responses). Many also indicated the need to use assistance when moving (Table 3, Fig.3).

Tab. 3. Possibilities of own mobility (subjective assessment of respondents): Q<sub>3</sub> “To what extent do you consider that you are hindered in your individual mobility? Please, choose on option! I ...”

Possibilities of own mobility	% of respondents
can travel on all means of transport without any assistance	51
need assistance to get around on some public transport	24
I can get around with some aid but without an assistant person	10
cannot get around without an assistant person	12
am not mobile at all	3

Source: survey results, N=300

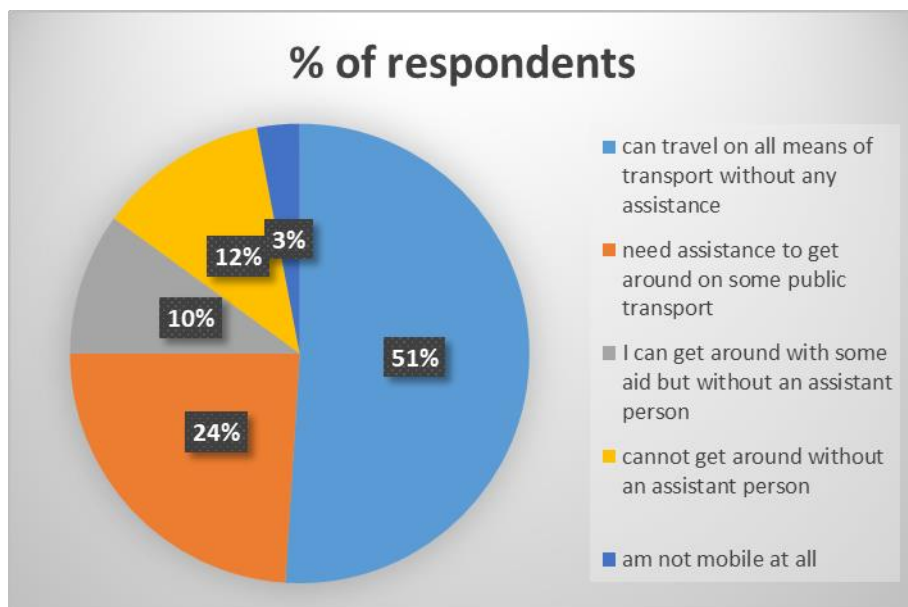


Fig. 3. Possibilities of own mobility (subjective assessment of respondents): Q3 “To what extent do you consider that you are hindered in your individual mobility? Please, choose on option! I ...”  
Source: survey results, N=300

In the study group, 36% of respondents were disabled from birth, the rest declared that they acquired it later (Table 4, Fig.4).

Tab. 4. Disabled from birth: Q4 “Were you born with your disability?”

Disabled from birth	% of respondents
Yes	36
No	64

Source: survey results, N=300

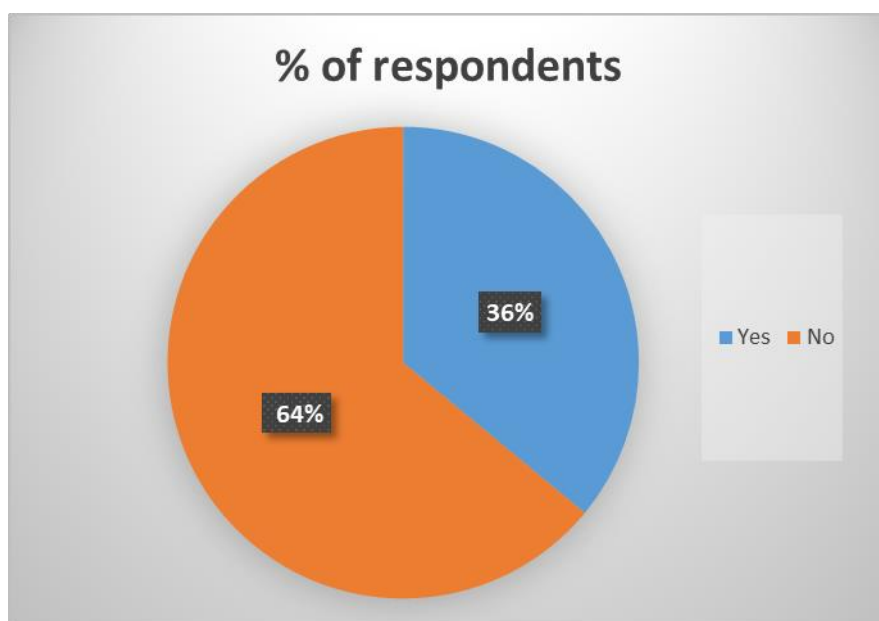


Fig. 4. Tab. 4. Disabled from birth: Q4 “Were you born with your disability?”

Source: survey results, N=300

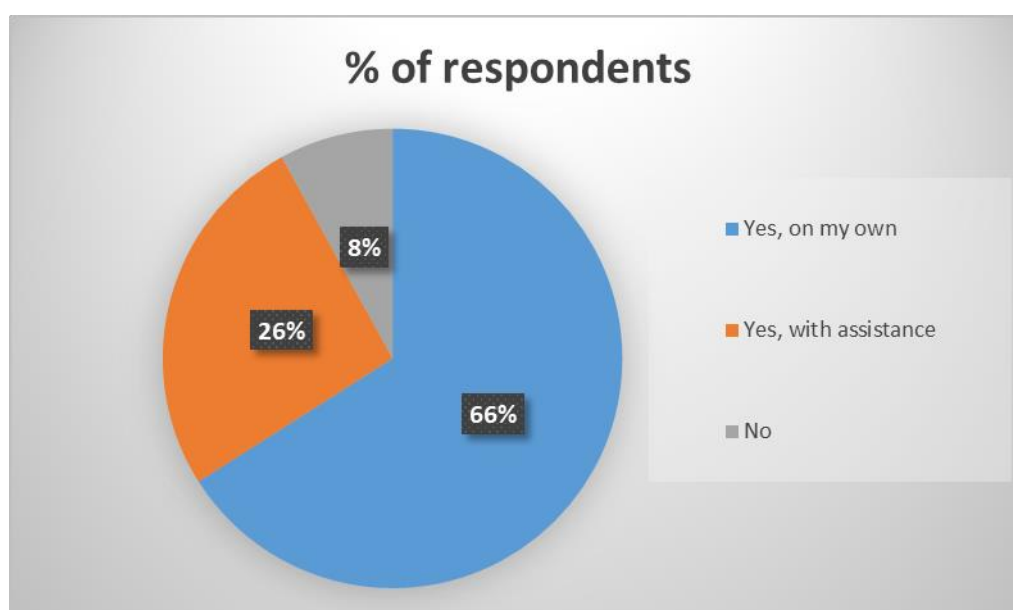
Leaving home independently in everyday life to deal with various matters is possible for most of the respondents (66%), but for a small group (8%) it is not feasible (Table 5, Fig.5).

Tab. 5. Leaving home independently in everyday life to do various things (shopping, cultural, etc.): Q5 “Do you typically leave your home in your everyday life to manage things (shopping, culture etc.)?”

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Leaving home independently in everyday life to do various things (shopping, cultural, etc.)	% of respondents
Yes, on my own	66
Yes, with assistance	26
No	8

Source: survey results, N=300



Tab. 5. Leaving home independently in everyday life to do various things (shopping, cultural, etc.): Q5 “Do you typically leave your home in your everyday life to manage things (shopping, culture etc.)?”

Source: survey results, N=300

Nearly half of the respondents travel for recreational purposes without any assistance (48%), however, some say that they do not undertake such trips (16%) (Table 6, Fig.6).

Tab. 6. Travel for recreational purposes: Q6 “Do you travel for recreational purposes?”

Travel for recreational purposes	% of respondents
Yes, on my own	48
Yes, with assistance	36
No	16

Source: survey results, N=300

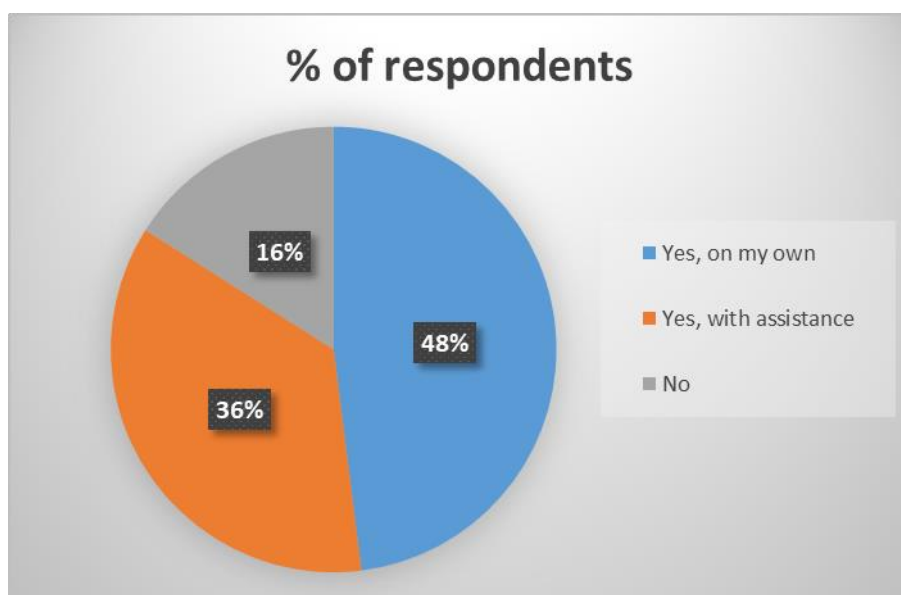


Fig.. 6. Travel for recreational purposes: Q<sub>6</sub> “Do you travel for recreational purposes?”  
Source: survey results, N=300

The difficulties encountered when traveling are most often related to the possibility of practicing sports activities (14% of indications at the level of very often), transport (12% of indications at the level of very often) and the lack of reliable information on the actual accessibility (10% of indications at the level of very often ). In turn, the least frequently encountered problems included accommodation (40% of indications at the level: I never encounter this problem) and gastronomy (39% of indications at the level: I never encounter this problem) (Table 7, Fig.7).

Tab. 7. Difficulties encountered: Q<sub>7</sub> “Please, indicate how often you are faced with the difficulties listed below (1 means: I am never faced with this problem; 7: I am faced with it very often)”

Difficulties	1	2	3	4	5	6	7
	% of respondents						
Use of transportation	32	17	11	13	10	5	12
Use of accommodation	40	13	11	14	11	5	6
Use of catering facility	39	15	11	13	8	6	8
Sport activities	26	9	14	19	7	11	14
Visiting attractions	30	13	16	15	11	7	8
Lack of reliable information on real accessibility	28	14	10	19	10	9	10

Source: survey results, N=300

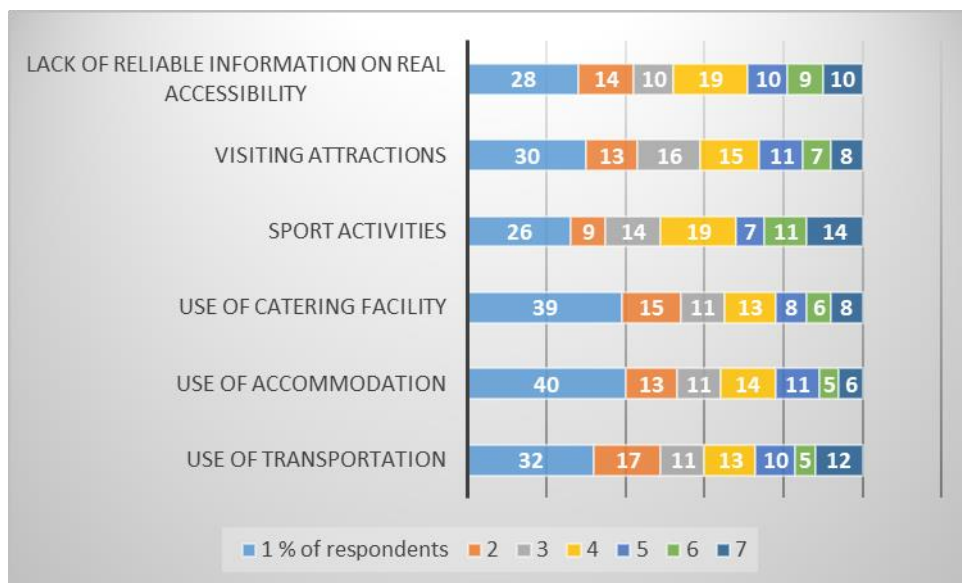


Fig.. 7. Difficulties encountered: Q7 “Please, indicate how often you are faced with the difficulties listed below (1 means: I am never faced with this problem; 7: I am faced with it very often)”

Source: survey results, N=300

When traveling, most of the surveyed people do not need assistance (55%), but almost half indicate such a need (45%) (Table 8, Fig.8).

Tab. 8. Need for assistance while traveling: Q8 „Do you need to use some aid during your travels, and if so, what?”

Need for assistance while traveling	% of respondents
Yes	45
if so, which one: assistant, second person (6%), in moving around (including entering and exiting the vehicle, providing assistance in public transport) (4%), ensuring safety, orientation in the field (1% ), with heavy luggage (1%), when purchasing a ticket (1%), transport adjustments (buses, taxis, ramps, wheelchairs) (1%), comprehensive in everything (1%).	
No	55

Source: survey results, N=300

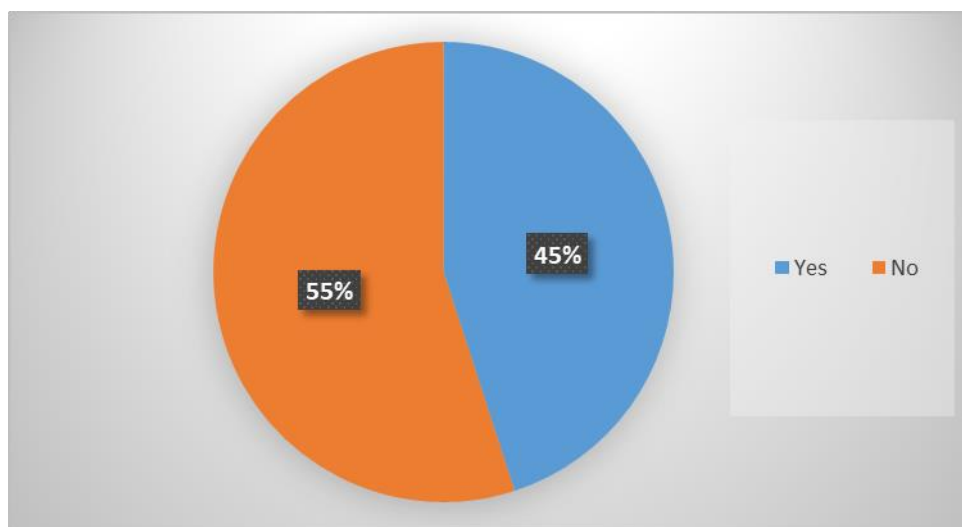




Fig. 8. Need for assistance while traveling: Q<sub>8</sub> „Do you need to use some aid during your travels, and if so, what?”

Source: survey results, N=300

The number of domestic trips made in the previous year (in relation to the research period), 2022, was most often defined by respondents as more than three (43%), however, over a quarter (27%) indicated that they had traveled only once or not at all (Table. 9, Fig.9).

Tab. 9. Number of trips within your country in 2022: Q<sub>9</sub> “How many times did you travel in your country in 2022?”

Number of trips	% of respondents
Not once	13
Once	15
Twice	18
Three times	11
More than three times	43

Source: survey results, N=300

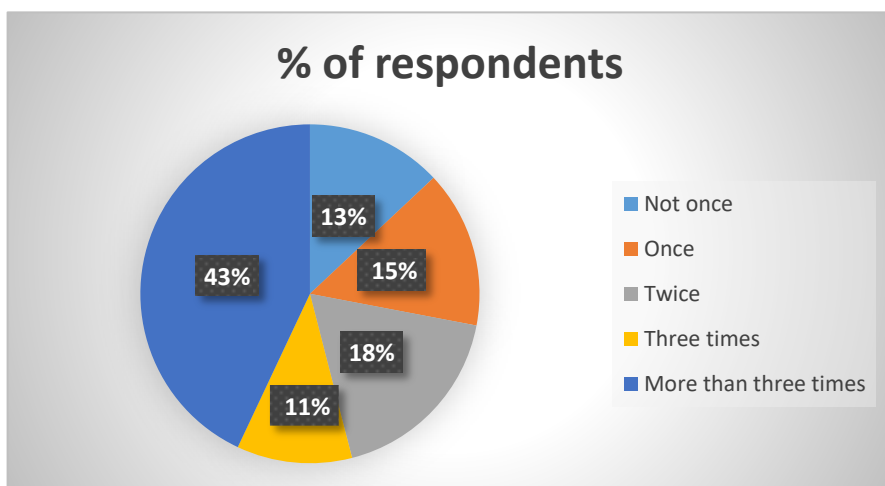


Fig. 9. Number of trips within your country in 2022: Q<sub>9</sub> “How many times did you travel in your country in 2022?”

Source: survey results, N=300

The number of trips abroad in the previous year (in relation to the research period), 2022, was most often stated by respondents as never once (54%), over one fifth (22%) indicated that they had traveled only once (Table 10, Fig.10).

Tab. 10. Number of trips abroad in 2022: Q<sub>10</sub> “How many times did you travel abroad in 2022?”

Liczebność podróży	% of respondents
Not once	54
Once	22
Twice	11
Three times	5
More than three times	8

Source: survey results, N=300



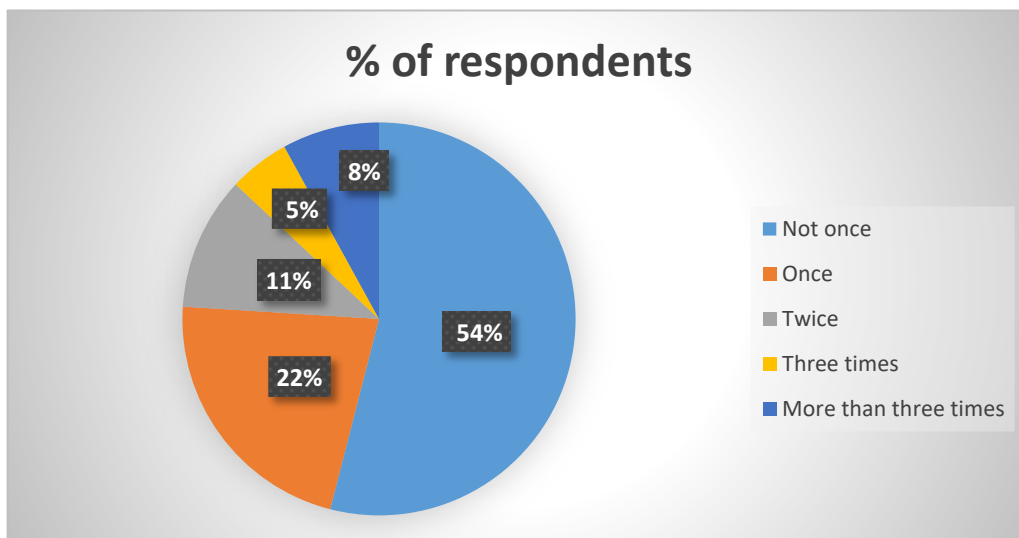


Fig. 10. Number of trips abroad in 2022: Q<sub>10</sub> “How many times did you travel abroad in 2022?”  
Source: survey results, N=300

The number of domestic trips made in 2018-2021 was most often estimated by respondents as more than three times (66%), only 6% of respondents did not travel even once in the analyzed period (Table 11, Fig.11).

Tab. 11. Number of trips abroad in 2022: Q<sub>11</sub> “How many times did you travel in your country in 2018–2021?”

Number of trips	% of respondents
Not once	6
Once	10
Twice	9
Three times	9
More than three times	66

Source: survey results, N=300

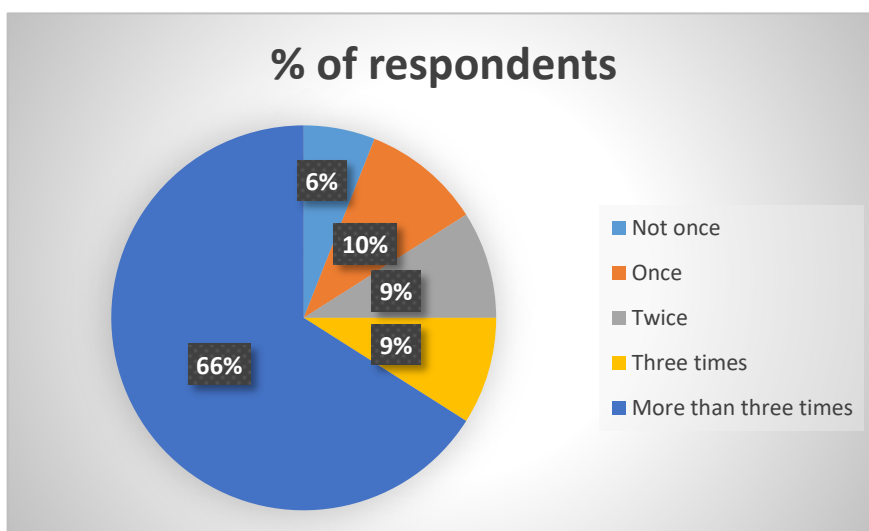


Fig. 11. Number of trips abroad in 2022: Q<sub>11</sub> “How many times did you travel in your country in 2018–2021?”

Source: survey results, N=300

The number of foreign trips undertaken in 2018-2021 was most often stated by respondents as never once (43%), 57% of respondents traveled in total once and more than once (Table 12, Fig.12).

Tab. 12. Number of trips abroad in 2018 – 2021: Q<sub>12</sub> “How many times did you travel abroad in 2018–2021?”

Number of trips	% of respondents
Not once	43
Once	16
Twice	13
Three times	7
More than three times	21

Source: survey results, N=300

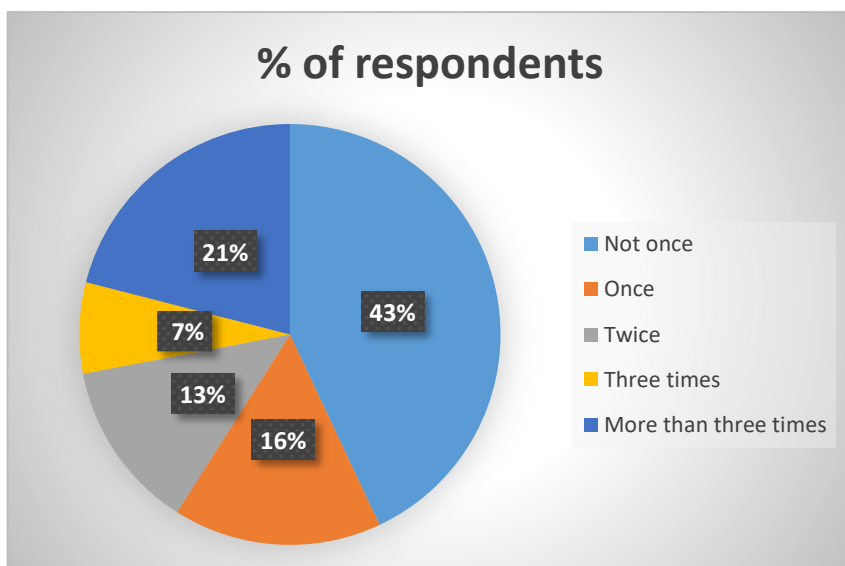


Fig. 12. Number of trips abroad in 2018 – 2021: Q<sub>12</sub> “How many times did you travel abroad in 2018–2021?”

Source: survey results, N=300

The factors that prevent people from traveling for tourist purposes are most often related to lack of language skills (18%), lack of a helping person (assistant) (12%) and lack of financial resources (11%). In turn, the factors that least inhibited traveling for tourist purposes included factors related to not liking traveling (62%), previous bad experiences (52%) and the possibility of gaining travel experience at home using the Internet and technology (49%) (Table 13, Fig.13).

Tab. 13. Factors inhibiting travel for tourist purposes: Q<sub>13</sub> „Please, indicate how much the factors listed below keep you from travelling as a tourist (1 means: this factor is not a problem for my travels at all; 7: this factor is a huge problem for my travels)”

Factors inhibiting travel for tourist purposes	1	2	3	4	5	6	7
	% of respondents						
I do not like travelling	62	10	7	7	6	3	5

Lack of time	47	13	11	10	9	7	3
Lack of money	26	12	16	13	11	11	11
Lack of company	39	10	11	10	13	8	9
Lack of language skills	29	13	11	9	10	10	18
Lack of assisting person	51	11	5	9	7	5	12
I am afraid of new situations	37	10	12	9	13	9	10
Travelling there and back is problematic	35	18	8	9	10	11	9
I am afraid that accessibility is not up to the promises and/or my needs	30	16	13	12	16	6	7
My health conditions do not allow travelling	44	14	10	9	12	4	7
Previous bad experiences	52	13	12	6	10	5	2
I can get travel experiences at home, using internet and technology	49	11	7	10	8	5	10

Source: survey results, N=300

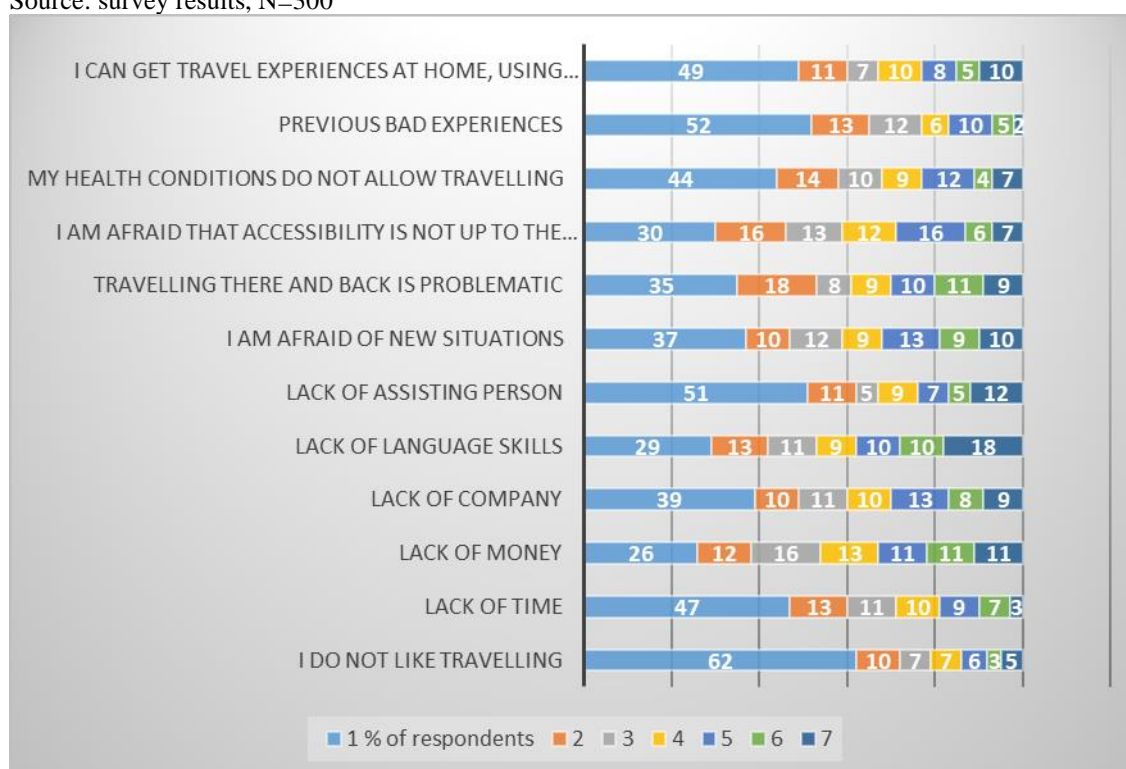


Fig. 13. Factors inhibiting travel for tourist purposes: Q<sub>13</sub> „Please, indicate how much the factors listed below keep you from travelling as a tourist”

Source: survey results, N=300

Analyzing respondents' preferences regarding the company of other people/groups when traveling, it should be stated that they prefer traveling with family (spouse and children) (49%), with friends and relatives (46%) and as part of organized groups (30%). The least preferred option is traveling with co-workers (4%) and with a helper (7%). 3% of respondents did not answer this question (other answer option) (Table 14, Fig.14).

Tab. 14. Who do respondents usually travel with?: Q<sub>14</sub> „Who do you typically travel with? Multiple choice is possible!”

Who do respondents usually travel with?	% of respondents
I travel on my own	21
Family (spouse and children)	49

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Colleagues	4
Parents	26
Organised group	30
Assisting person	7
Friends, relatives	46
Other	3

Source: survey results, N=300

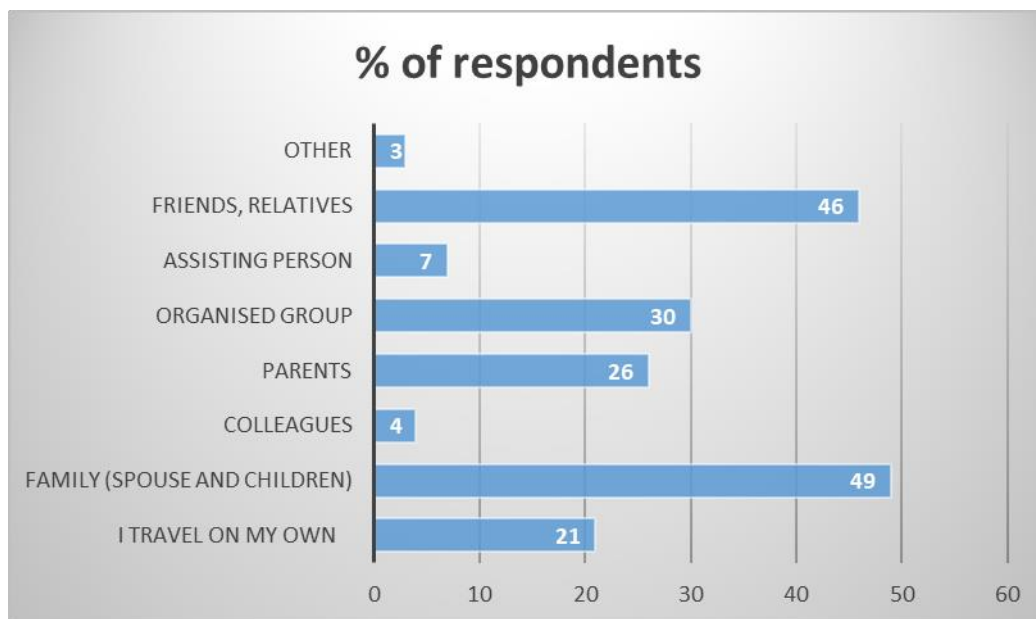


Fig. 14. Who do respondents usually travel with?: Q<sub>14</sub> „Who do you typically travel with? Multiple choice is possible!”

Source: survey results, N=300

The people/institutions/organizations that respondents indicated as tour operators are: other family members (48%), then respondents indicated themselves using booking.com or other similar websites (34%) and a travel agency (23%). The smallest share in the organization of trips went to the following options: a person helping an assistant (7%), attractions organizing trips, e.g. museums, castles, etc. (11%) (Table 15). The other options, which accounted for 4% of the votes, include: sports club, I don't travel (7 respondents), seniors' club, church (2 respondents), school, friends (3 respondents) (Table 15, Fig.15).

Tab. 15. Who usually organizes the trips: Q<sub>15</sub> „Who organises the tours typically? Multiple choice is possible”

Who usually organizes the trips	% of respondents
I do, using booking.com or other similar sites	34
Travel agency	23
NGO (non-governmental organisation) assisting people with disabilities	22
Spouse	14
Other family member	48
Assisting person	7
Attractions organising tours, e.g. museums, castles etc.	11
Other	4

Source: survey results, N=300

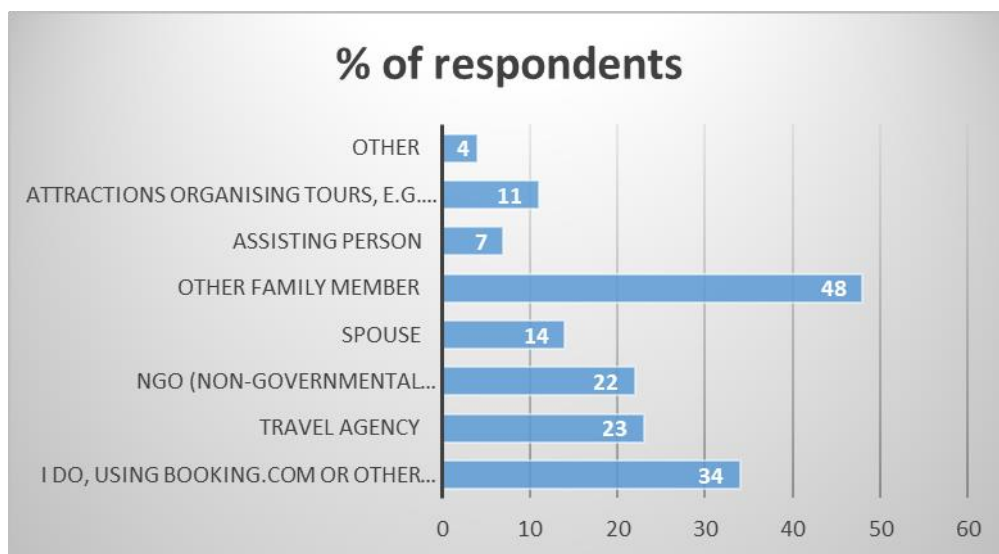


Fig. 15. Who usually organizes the trips: Q<sub>15</sub> „Who organises the tours typically? Multiple choice is possible”  
Source: survey results, N=300

The people/institutions/organizations that the respondents indicated as providing assistance in organizing and implementing the trip are the family (68%), in second place they indicated themselves, i.e. I cope on my own, without help (33%), in third place were agencies travel (22%). Among the indicated options, respondents indicated state organizations (5%) and tourist information offices (10%) as the least helpful. The other options, which accounted for 4% of the votes, include: friends (4 respondents), Tourist Destination Management organizations, guardian (2 respondents), does not travel (3 respondents), social media groups (2 respondents) (Table 16, Fig.16).

Tab. 16. Who provides assistance in organizing and implementing the trip?: Q<sub>16</sub> „To whom can you turn for help if you need assistance in organising and implementing your travel? Multiple choice is possible”

Who provides assistance in organizing and implementing the trip?	% of respondents
I can make it on my own, without assistance	33
Family	68
NGO assisting people with disabilities	18
Public state organisation	5
Travel agency	22
TDM (tourism destination management) organisation	10
Other	4

Source: survey results, N=300

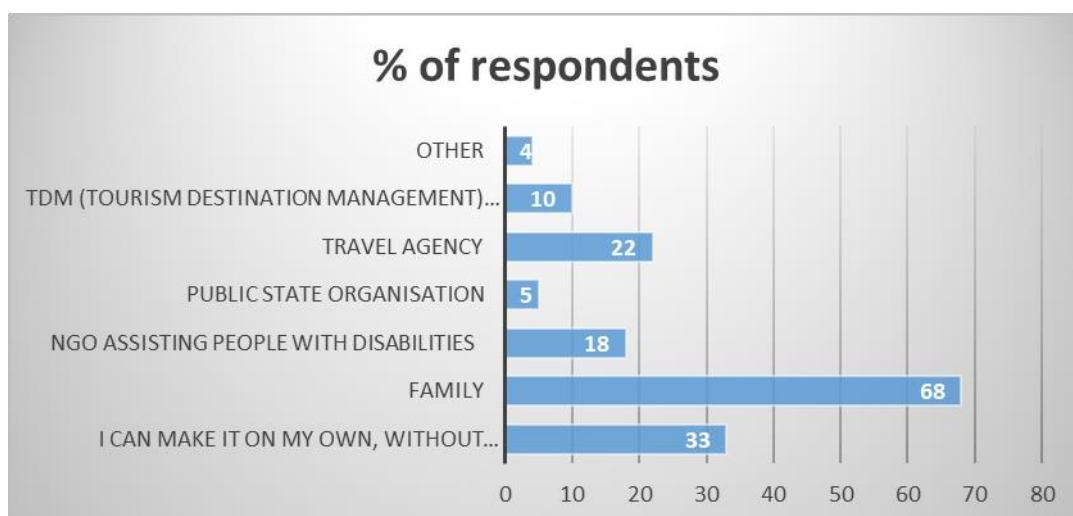


Fig.16. Who provides assistance in organizing and implementing the trip?: Q<sub>16</sub> „To whom can you turn for help if you need assistance in organising and implementing your travel? Multiple choice is possible”

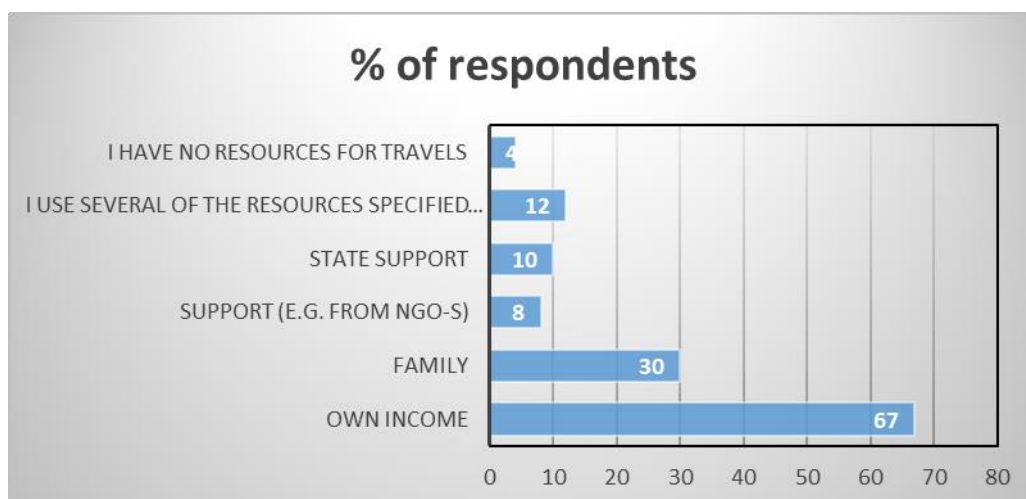
Source: survey results, N=300

Respondents indicated their own income as the most common sources of financing (67%), followed by family (30%), and in third place, respondents indicated that they use several resources mentioned in the question (12%). 4% of respondents indicated that they did not have funds for travel, 8% indicated that they used support from e.g. non-governmental organizations, and 10% indicated that they used state support (Table 17, Fig.17).

Tab. 17. Sources of travel financing: Q<sub>17</sub> „What resources do you typically finance your travels from? You can mark more than one answer”

Sources of travel financing	% of respondents
Own income	67
Family	30
Support (e.g. from NGO-s)	8
State support	10
I use several of the resources specified above	12
I have no resources for travels	4

Source: survey results, N=300



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Fig. 17. Sources of travel financing: Q17 „What resources do you typically finance your travels from? You can mark more than one answer”

Source: survey results, N=300

In terms of choosing the method of travel, in the context of the group composition and the dedicated program of the tourist event, the respondents' opinions were divided. Most people (57%, values 5-7) indicated that they prefer to travel without any assistance, 34% would prefer to travel in an integration group, similarly - 34% would choose travel with programs that are not specifically intended for people with disabilities, while only 23 % of respondents would prefer to travel with programs for people with disabilities. Also the largest number, 58% of respondents, indicated that they would not like to choose programs dedicated to people with disabilities (Table 18, Fig.18).

Tab. 18. Ways to travel: Q18 „Please, indicate on a scale from 1 to 7 to what extent you agree with the following statements (1: do not agree at all; 7: fully agree)”

Ways to travel	1	2	3	4	5	6	7
	% of respondents						
I prefer to travel with programmes for people with disabilities	39	10	9	19	5	6	12
I prefer to travel with integrational programmes (designed for both disables and non-disabled travellers)	28	6	8	23	9	5	20
I prefer to travel with programmes that are not specifically designed for people with disabilities	29	6	8	24	9	7	17
I prefer to travel without any assistance	33	7	8	12	9	27	21

Source: survey results, N=300

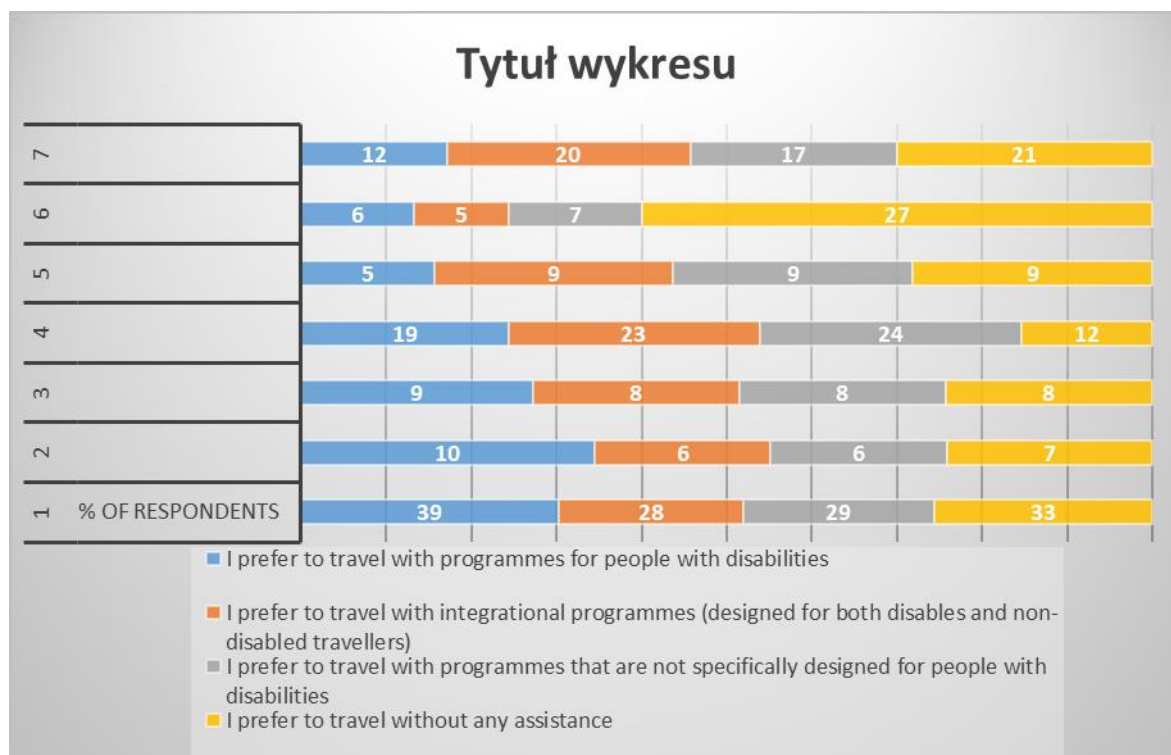


Fig. 18. Ways to travel: Q18 „Please, indicate on a scale from 1 to 7 to what extent you agree with the following statements (1: do not agree at all; 7: fully agree)”

Source: survey results, N=300

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Most often (the answer is very often and often), respondents travel for the purpose of visiting relatives and friends (65%), sightseeing (61%) and cultural activities (51%). The respondents indicated business as the least common travel purpose (77% never travel for this purpose), wellness - 51%, and religious and culinary (49% each) (Table 19, Fig.19).

Tab. 19. Purpose of making the trip: Q19 „How often do you travel with the following motivations (1: never; 2: rarely; 3: often; 4: very often)?”

Purpose of making the trip	1	2	3	4
	% of respondents			
cultural	15	34	35	16
wellness	51	28	15	6
medical	34	30	24	12
active (sports)	34	26	21	9
business	77	13	8	2
religious	49	27	17	7
nature trip	29	32	25	14
shopping	36	24	25	14
city sightseeing	18	21	36	25
visiting relatives and friends	9	27	39	26
visiting a concert, sporting event, exhibition	39	35	18	8
gastronomic	49	29	15	7

Source: survey results, N=300

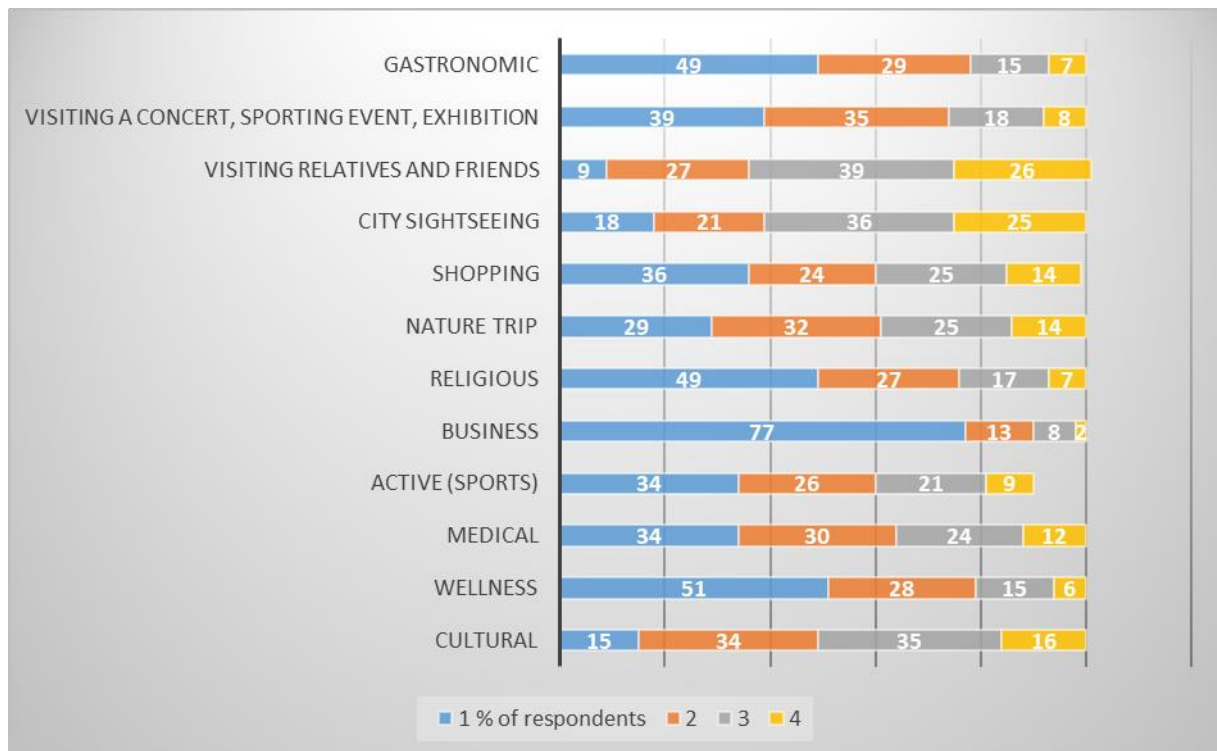


Fig. 19. Purpose of making the trip: Q19 „How often do you travel with the following motivations (1: never; 2: rarely; 3: often; 4: very often)?”

Source: survey results, N=300

Respondents were also asked to indicate their opinions on tourism for people with disabilities, the role of traveling in their lives and the use of modern tools and applications to facilitate travel. Respondents agree that tourism opportunities in their country are improving - 53% of people agreed with this statement (answers 5-7). They also considered true the statement that tourism service providers are becoming better prepared and open to accepting guests with disabilities (40%, answers 5-7). Respondents had trouble assessing the statement: "False information about availability by accommodation providers and other facilities is becoming less and less common in my country" - 35% answered that they had no opinion on this issue, 29% agreed with the statement (response 5-7), while 20% disagreed (answers 1-3). Respondents also recognized that society in the country is becoming more and more tolerant and open to the problems of people with disabilities (54%, answers 5-7), only 29% agree with the statement: "People are bothered by spending their holidays in places where they also people with disabilities", while more people (41%, answers 1-3) are against it. Respondents believe that greater availability of trains and buses (64%, answers 5-7), an increased number of tourist paths in forest parks (66%, answers 5-7) and the existence of a reliable online collection of tourist trails informing about the availability (63 %, answer 5-7), would result in an increase in the number of trips made by people with disabilities. Respondents also believe that: "Extreme sports and activities would attract people with disabilities if they were provided with appropriate safety and assistance" - 49% (answers 5-7) agree with the statement, 20% have no opinion on this issue, while 19 % (answers 1-3) disagree. The respondents stated that tourism is an important part of their lives (50%, answers 5-7), it significantly affects their well-being (64%, answers 5-7), and experiences with tourism make them feel happier (69%, answers 5-7). answers 5-7) and that it improves relationships with others (42%, answers 5-7). Respondents' answers indicate that they are largely not interested in and do not use new technologies and tools used in tourism. 54% (responses 1-3) of respondents did not agree with the statement: "I am increasingly interested in the potential of virtual/digital tourism", 62% (responses 1-3) did not "visit" museums virtually with the help of modern tools, 77% (answers 1-3) do not have and do not plan to buy a device that enhances virtual experiences, and 49% (answers 1-3) do not like to use new technologies during their trips (Table 20).

Tab. 20. Respondents' opinions on tourism and the use of modern tool applications: Q20 „Please, specify how much you agree with the statements below! Mark 1 if you do not agree at all, and 7 if you totally agree with the given statement”

Respondents' opinions	1	2	3	4	5	6	7	8	9
	% of respondents								
The possibilities of accessible tourism are continuously improving in my country.	4	3	7	10	20	11	22	20	2
Tourism service providers are more and more prepared and open to receive guests with disabilities.	6	7	9	17	15	10	15	20	3
False communication of accessibility by accommodation providers and other establishments is becoming less and less common in my country.	7	6	7	14	12	8	9		

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								35	2
Society in my country is more and more tolerant and open to the problems of people with disabilities.	5	5	8	16	17	18	19	9	2
People are disturbed by spending their holidays in places where people with disabilities also are.	19	12	10	11	12	9	8	16	2
If trains and coaches were more accessible by wheelchairs in my country, more people with disabilities would travel.	5	1	3	7	9	13	42	18	2
If in my country there were tourism paths in park forests, at least in the vicinity of cities, more people with disabilities would make excursions.	4	2	3	7	15	13	38	16	2
If there were a reliable internet collection of tourism paths accessible by wheelchair, more people would choose hiking in nature.	3	3	3	6	12	11	40	19	2
Extreme sports and activities would attract people with disabilities, if they were given adequate security and assistance.	4	5	10	11	13	9	27	20	3
Tourism is an important part of my life.	8	8	8	19	13	11	26	6	2
Tourism significantly promotes my wellbeing.	4	4	7	13	16	14	34	5	2
My experiences from tourism make me happier.	3	2	6	11	17	15	38	5	2
Tourism improves my relationships to others.	6	5	7	13	14	17	31	6	2
I have an increasing interest in the potential of virtual/digital tourism.	37	10	7	12	10	4	7	11	4
I have already used online tourism services, e.g. "visited" a museum with an online application or participated in virtual tours.	45	8	9	7	7	5	7	9	3
I own/am planning to buy a device that makes virtual experiences more enjoyable, e.g. VR glasses.	63	10	4	4	2	2	2		

								10	3
During my travels I like to use modern technological tools (apps, AR, i.e. augmented reality, I also used VR glasses during a city tour and VR, i.e. virtual reality devices that facilitate and/or enhance the travel experience).	49	7	7	7	6	5	8	9	3

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Source: survey results, N=300

58% of respondents indicated that they had not experienced discrimination due to their disability or older age, 26% of respondents responded positively to the experience of discrimination. It mainly concerned unpleasant treatment by others, ridicule, impatience or an unfavorable look (45%), they also pointed to communication problems, including refusing to board a means of transport despite having a valid ticket (22%), rude service (10%)., problems when visiting facilities, e.g. museums (8%). 13% of respondents indicated various types of barriers as a type of discrimination, hindering or preventing them from traveling or sightseeing. 14% of people did not answer and 2% indicated that they did not travel (Table 21).

Tab. 21 Experience of discrimination: Q<sub>21</sub> „If you have you ever experienced discrimination because of your disability during your travels, what was it?”

Experience of discrimination	% of respondents
I have experienced discrimination	
unpleasant treatment by other people, impatience, ridicule, comments (45%) - unpleasant service, unsympathy on the part of the staff (10%) - transport problems (bus, plane, train), unpleasantness, refusal to serve (22%) - problems in museum facilities and attractions - poor service, lack of amenities (8%) - barriers as a type of discrimination (13%) - other (2%)	26
I haven't experienced/I don't remember	58
I don't travel	2
No answer	14

Source: survey results, N=300

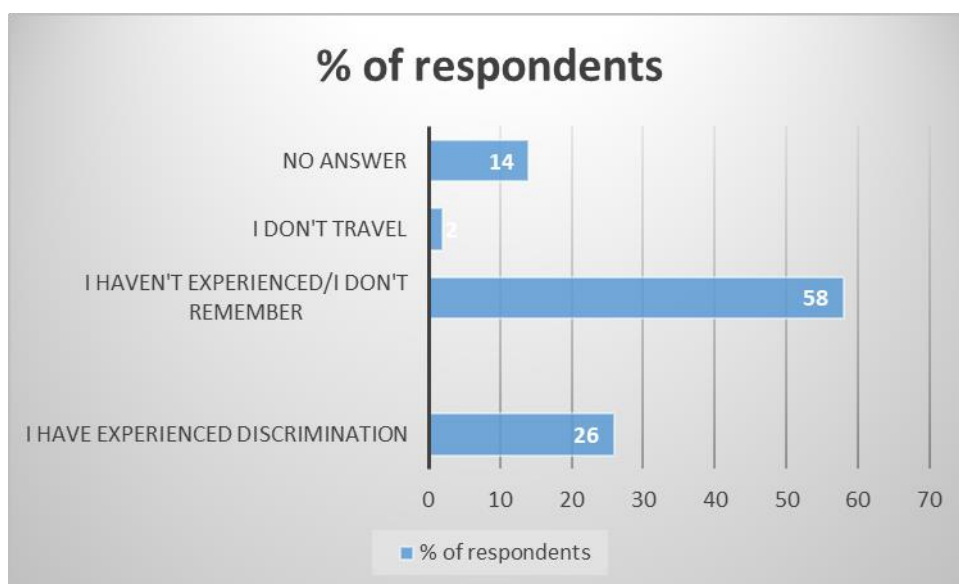


Fig. 20 Experience of discrimination: Q<sub>21</sub> „If you have you ever experienced discrimination because of your disability during your travels, what was it?”

Source: survey results, N=300

Respondents were asked about an example of a country or countries that their country should emulate in the field of accessible tourism. 162 people, i.e. 54% of the respondents did not answer or indicated that they did not know, while the rest indicated mainly Germany (24 answers), Spain (16 answers), Italy (14 answers), Great Britain (14 answers) and Austria (11 answers). Multiple choices were possible (Table 22, Fig.21).

Tab. 22 An example of a country to follow in the field of accessible tourism: Q<sub>22</sub> „Based on your experiences, the example(s) of what country/countries should be followed by your country in the field of accessible tourism?”

Country name	Number of responses
Germany	24
Spain	16
Italy	15
Great Britain	14
Austria	11
Norway; Scandinavian countries; Netherlands; Poland	8
Sweden	7
USA; France	6
Greece; Western European countries	5
Czech Republic, Switzerland, Israel	3
Denmark; Portugal; Ireland; Malta	2
Asian countries, Egypt, Bosnia and Herzegovina, Iceland, Belgium, Turkey, Australia, Georgia, Slovenia, Canada, Croatia, Cyprus, Morocco, Slovakia, Mediterranean and Alpine countries, Thailand	1
I don't know	113
No answer	49
Not any	2

Source: survey results, N=300

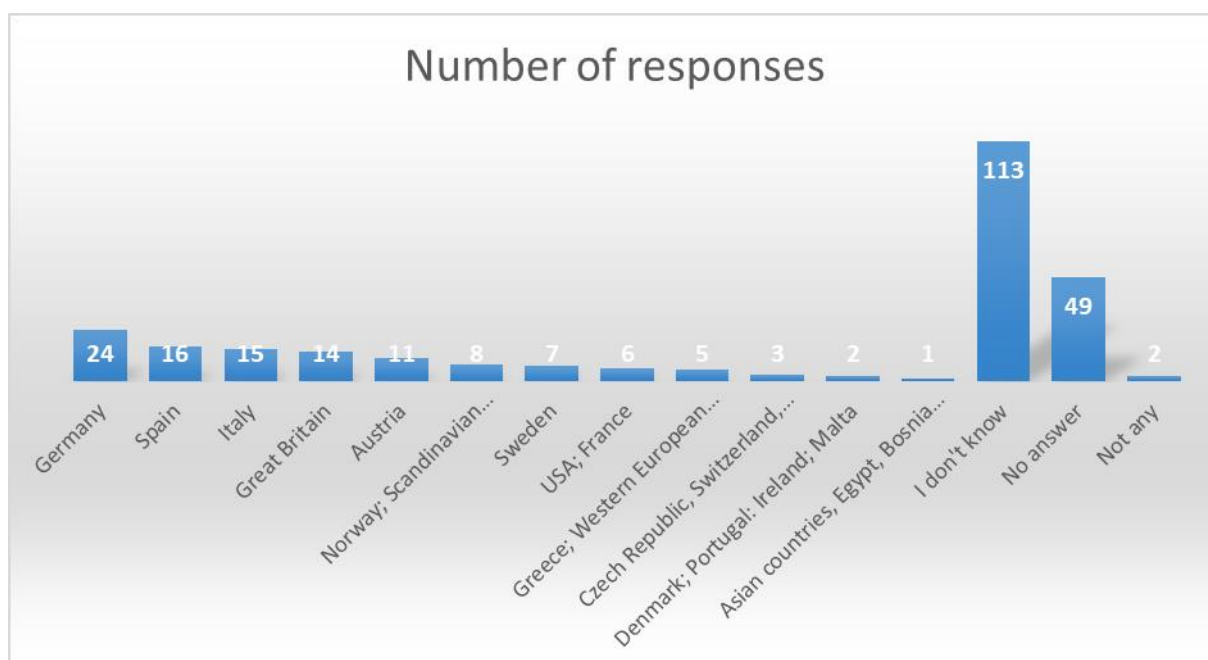


Fig. 21. An example of a country to follow in the field of accessible tourism: Q<sub>22</sub> „Based on your experiences, the example(s) of what country/countries should be followed by your country in the field of accessible tourism?” Source: survey results, N=300

In a similar context, respondents were asked about an example of a country or countries, as well as towns, places and facilities in their country where they observed good examples of supporting the participation of people with disabilities in tourism. Respondents indicated solutions observed both in Poland and other countries in Europe and around the world. In Poland, they mentioned the largest cities, i.e. Warsaw, Kraków, Poznań, Wrocław, Łódź, Gdańsk, paying particular attention to amenities in museums and cultural facilities. They also observed, to a lesser extent, good practices and facilities in attractive tourist areas, i.e. seaside, mountain and health resort areas. The most facilitations and good solutions in Europe were observed in Germany, France, the Scandinavian countries, Spain, Great Britain, Italy and France, especially in capitals and other large cities. Respondents paid attention to the infrastructure and the professionalism, friendliness and willingness to help of the staff (Table 23).

Tab. 23. An example of a country, place, facility with good examples of supporting the participation of people with disabilities in tourism: Q<sub>23</sub> „In what countries, and/or in your country in what settlements/tourism attractions have you seen good examples of supporting the participation of people with disabilities in tourism?”

Country name	Number of responses
Poland, including: - large cities – Kraków (23), Poznań (19), Warsaw (12), Wrocław (3), Łódź (3), Gdańsk (4) - mountain areas – 5 - seaside areas – 11 - smaller cities, museums, attractions	111
Europe, including: - Germany (16) - Spain (13) - Scandinavian countries (11) - Great Britain (9)	82

- Italy (5)	
- France (5)	
- Austria	
Non-European countries	8
I don't know	76
No answer	47
Other	11

Source: survey results, N=300

The respondents' answers to the question whether they would be willing to help as a volunteer in activities related to tourism for people with disabilities were almost evenly distributed. 35% of them answered affirmatively, while 24% answered negatively. 41% - did not answer (Table 24, Fig.22).

Tab. 24 Willingness to help as a volunteer in activities related to tourism for people with disabilities: Q<sub>24</sub> “Would you help as a volunteer with the travel and tourism activities of people with disabilities?”

Expression of willingness to help	% of respondents
Yes	35
No	24
Not sure/Do not want to answer	41

Source: survey results, N=300

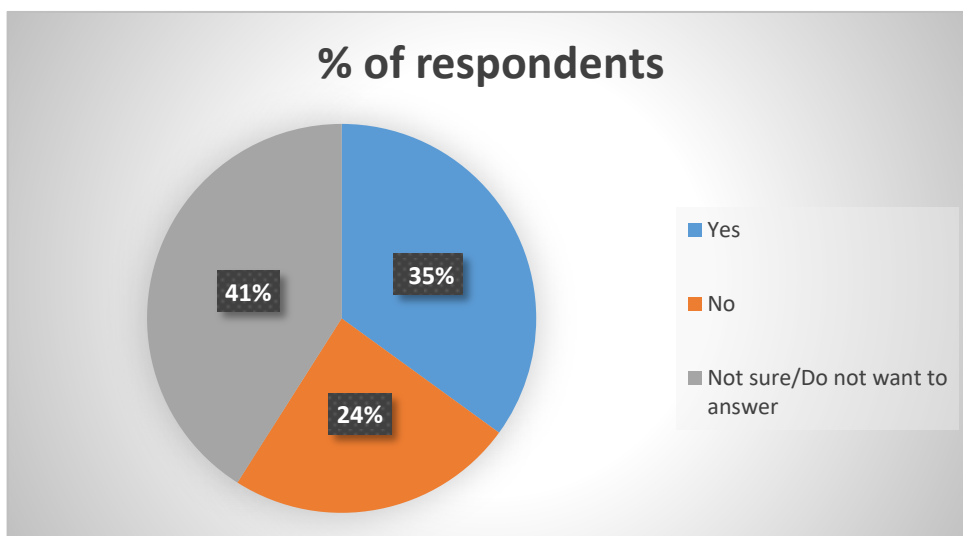


Fig. 22. Willingness to help as a volunteer in activities related to tourism for people with disabilities: Q<sub>24</sub> “Would you help as a volunteer with the travel and tourism activities of people with disabilities?”

Source: survey results, N=300

Almost all respondents (98%) believed that the topic of people with disabilities should be included in higher education curricula (Table 25, Fig.23) and that it would be useful to make university educational materials on accessible tourism available online (Table 26, Fig. 24).



Tab. 25. Including the issue of people with disabilities in higher education curricula: Q<sub>25</sub> “Do you think that the specificities, problems, and possible solutions of tourism for people with disabilities should be included in tourism training in higher education?”

Expression of acceptance	% of respondents
Yes	92
No	8

Source: survey results, N=300

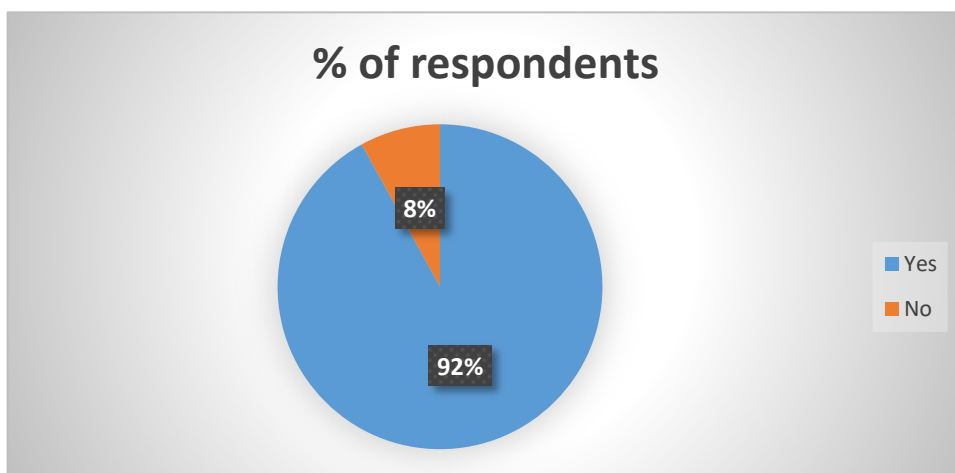


Fig. 23. Including the issue of people with disabilities in higher education curricula: Q<sub>25</sub> “Do you think that the specificities, problems, and possible solutions of tourism for people with disabilities should be included in tourism training in higher education?”

Source: survey results, N=300

Tab. 26. The usefulness of making university educational materials on accessible tourism available online: Q<sub>26</sub> “Do you think it would be useful to have higher education material available online to increase knowledge about accessible tourism?”

Expression of acceptance	% of respondents
Yes	92
No	8

Source: survey results, N=300

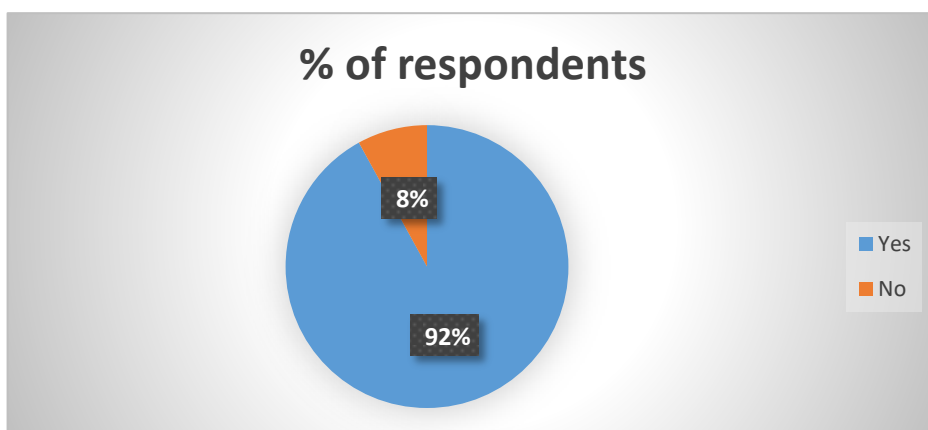


Fig. 24. The usefulness of making university educational materials on accessible tourism available online: Q<sub>26</sub> “Do you think it would be useful to have higher education material available online to increase knowledge about accessible tourism?”

Source: survey results, N=300

The majority of respondents were women - 56% of respondents (Table 27, Fig. 25).

Tab. 27. Personal data: Q<sub>27</sub> „Gender”

Gender	% of respondents
Female	56
Male	42
Other	0
Do not want to answer	2

Source: survey results, N=300

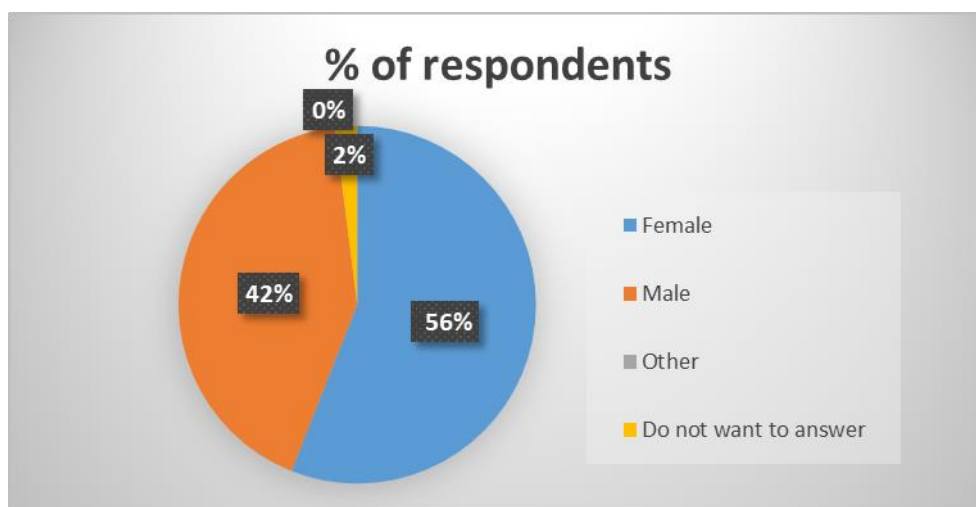


Fig. 25. Personal data: Q<sub>27</sub> „Gender”

Source: survey results, N=300

The respondents were people from various age groups. There were relatively many seniors - people over 66 years of age (25%). It should be noted, however, that the second age group were young people aged 18-25 - they constituted over 1/5 of the respondents (21%). There is a relatively equal share of the remaining three age groups - several percent each. In turn, 7% of the respondents did not want to provide their age (Table 28, Fig. 26).

Tab. 28. Personal data: Q<sub>28</sub> „How old are you?”

Age	% of respondents
18-25 years	21
26-35 years	16
36-50 years	17
50-65 years	14
older than 66	25
Do not want to answer	7

Source: survey results, N=300

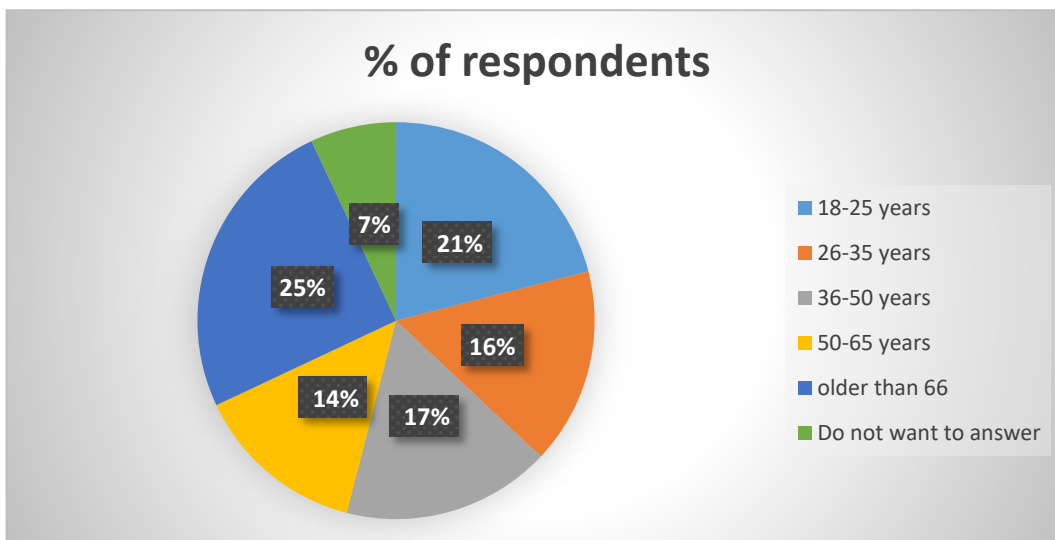


Fig.26. Personal data: Q<sub>28</sub> „How old are you?”  
Source: survey results, N=300

The largest group of respondents were single (35%) and married (30%). Almost every tenth person (9%) refused to answer the question about marital status (Table 29, Fig. 27).

Tab. 29. Personal data: Q<sub>29</sub> „Your marital status”

Marital status	% of respondents
Single	35
Married	30
Divorced	3
Widow(er)	15
In partnership	8
Do not want to answer	9

Source: survey results, N=300

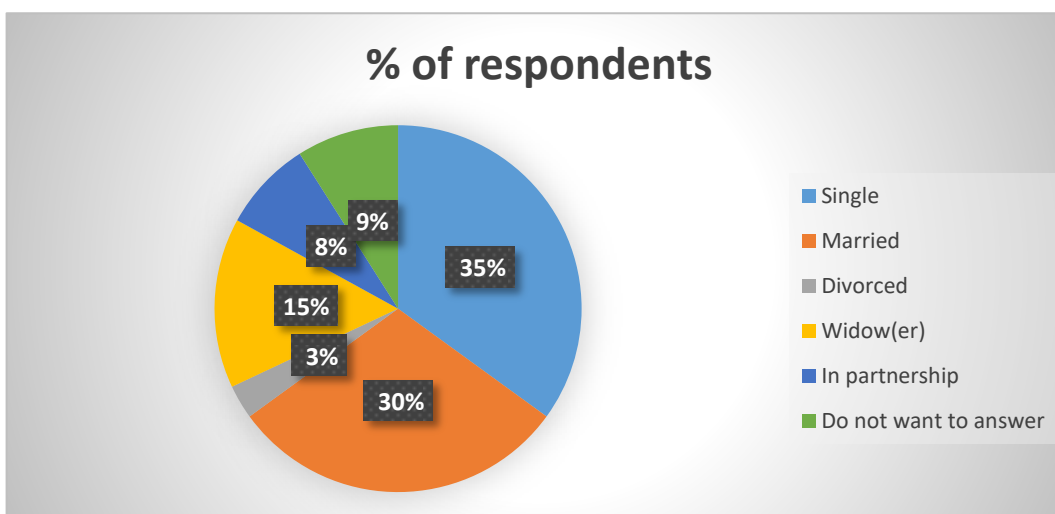


Fig. 27. Personal data: Q<sub>29</sub> „Your marital status”  
Source: survey results, N=300

In terms of education level, the largest group were people with secondary education - completed high school (32%). Almost every fourth person surveyed had higher education (master's degree) (24%). There is also a large group of people who have only completed primary school (8%), but also a noticeable group of people with a doctoral degree (5%) (Tab. 30, Fig. 28).

Tab. 30. Personal data: Q<sub>30</sub> „What is your highest finished school education?”

Education	% of respondents
Maximum 8 classes of primary school	8
Vocational school	15
Secondary school	32
University, bachelor degree	10
University, master degree	24
Doctoral degree	5
Other	3
Do not want to answer	3

Source: survey results, N=300

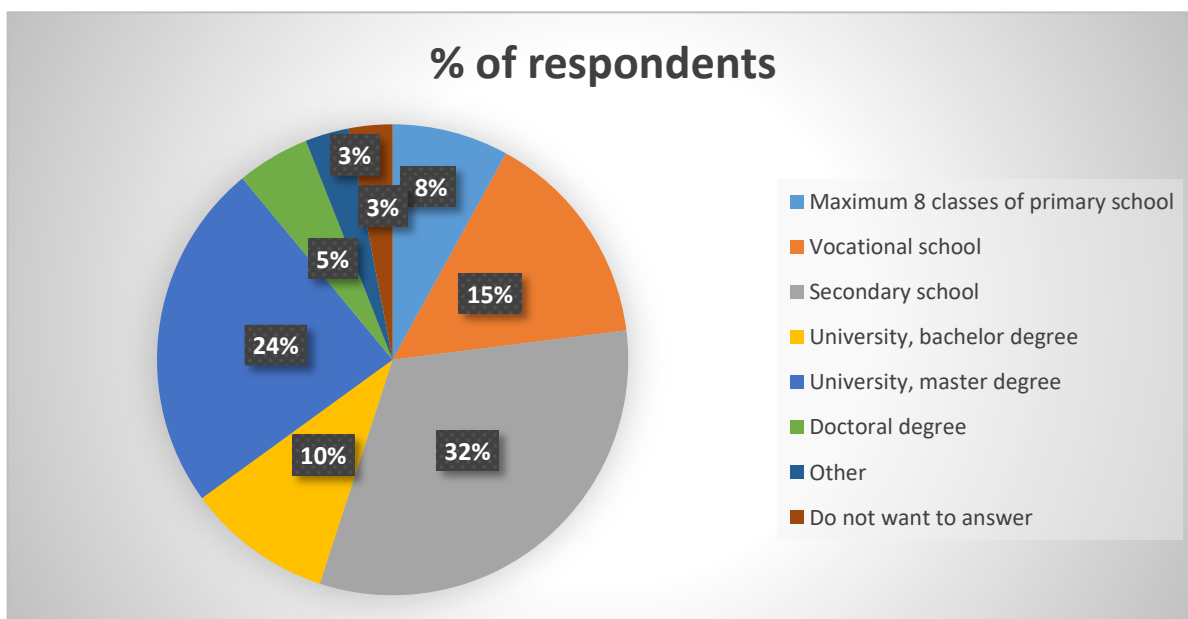


Fig. 28. Personal data: Q<sub>30</sub> „What is your highest finished school education?”

Source: survey results, N=300

Almost every third respondent (30%) is a retiree, almost every tenth (9%) a pensioner. Almost 1/3 of people work, of which the largest group are white-collar workers (15%), followed by blue-collar workers (7%). There is also a noticeable group of people studying (13%) (Tab. 31, Fig. 29).

Tab. 31. Personal data: Q<sub>31</sub> „Your employment conditions”

Employment conditions	% of respondents
Blue-collar employee	7
White-collar employee	15
Self-employed, entrepreneur	3

On maternity/paternity leave	0
Housewife	1
Student	13
Pensioner	30
Unemployed	3
Active with reduced working capacity	3
Dependant	4
Disability pensioner	9
Do not know/want to answer	8
Other	4

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Source: survey results, N=300

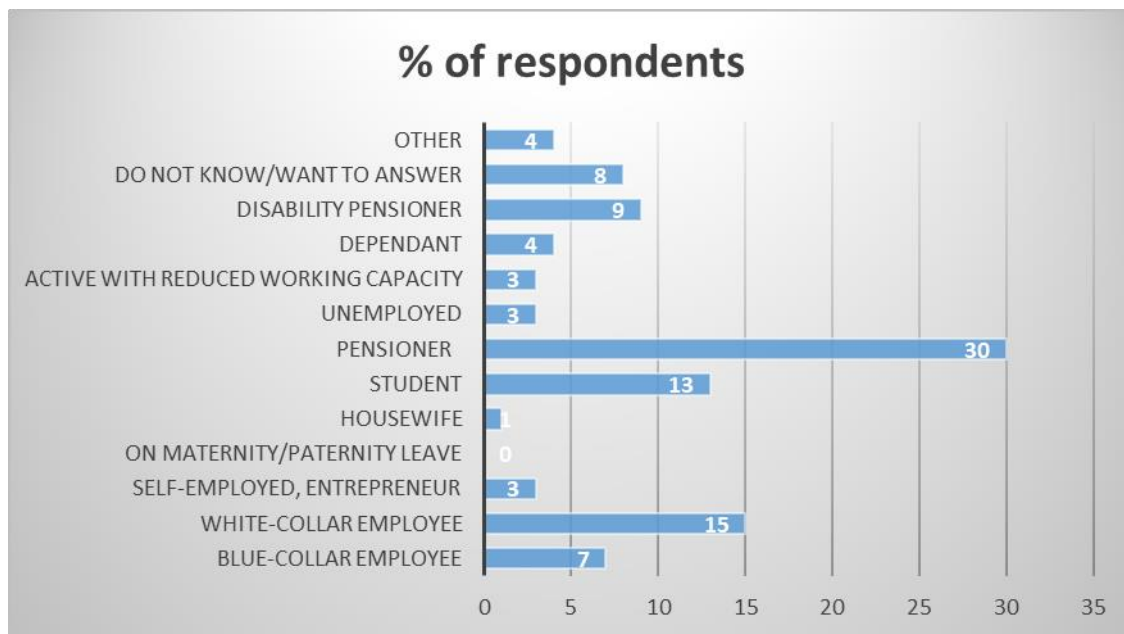


Fig. 29. Personal data: Q<sub>31</sub> „Your employment conditions”

Source: survey results, N=300

The largest group of respondents lives in towns with 0.5 to 1 million inhabitants (36%). Then in medium (13%) and large (12%) cities. 14% of respondents live in rural areas (Tab. 32, Fig. 30).

Tab. 32. Personal data: Q<sub>32</sub>: „What is the type of settlement where you live?”

Type	% of respondents
capital city	2
international regional centre: up to 500,000 – 1 million people	36
regional centre: up to 250,000 – 500,000 people	8
big city: up to 100,000 – 250,000 people	12
medium-sized city: up to 25,000 – 100,000 people	13
small town: up to 10,000 – 25,000 people	8
small town with less than 10 000 inhabitants	7
village	14
other	0

Source: survey results, N=300

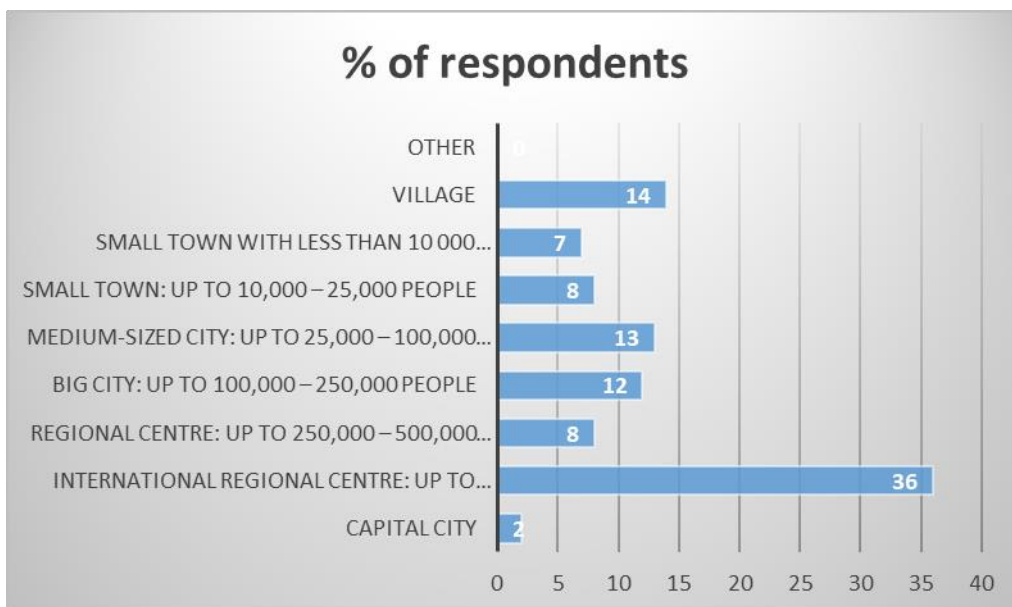


Fig. 30. Personal data: Q<sub>32</sub>: „What is the type of settlement where you live?”  
Source: survey results, N=300

Most respondents live in Poland (98%) (Tab. 33, Fig. 31).

Tab. 33. Personal data: Q<sub>33</sub> „In which country do you live?”

Country	% of respondents
Poland	98
Germany	1
I don't want to give it	1

Source: survey results, N=300

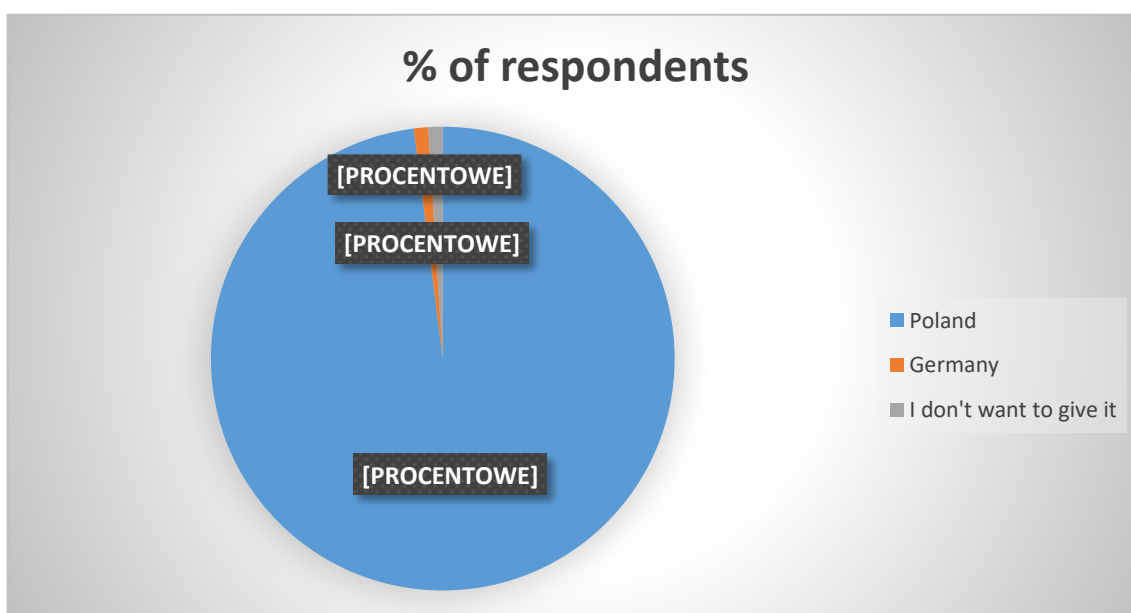


Fig. 31. Personal data: Q<sub>33</sub> „In which country do you live?”  
Source: survey results, N=300

