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Sport Tourism: Physically-Disabled Sport Tourists' Orientation

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Abstract

It is a challenge for sport tourism providers to organize the exceptional demand of physically-disabled individuals. Analyzing the orientation of physically-disabled in sport tourism participation provides the basis for further theoretical recognition of constraints and negotiations in sport tourism in general, besides facilitating related providers and policy makers in understanding of strategies development to promote sporting events among individuals with disability. The objective of the current paper is answered based on survey research conducted in a representative sample of 312 physically-disabled Malaysian. According to the results, physically-disabled Malaysian struggle with a mix of structural constraints, interpersonal constraints, intrapersonal constraints, and cultural constraints. Majority of them are structurally constrained in sporting event participation. Although transportation is the main constraint factor, participations are possible through adoption of interpersonal coordination strategies, skill acquisition strategies, time management strategies, and financial resources strategies

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1. Introduction

The Malaysia Demographic Profile 2012 recorded the population of 29,179,952 people as in July, 2011. As publicized by United Nations, it is estimated that ten percent of any population are disabled with various forms of disability. This estimation concludes that there are about 2.9 million Malaysian suffer from various forms of disability but only 233,939 are registered with the Malaysia Social Welfare Department thus far. Annual increase in population reflects the physically intellectual occupying the largest percentage (37%) of the total population, followed by physically disabled (35%), hearing disabled (16%), visual impaired (11%) and others (1%). Survey managed by the national Organization on Disability (2004) relates that persons with disabilities experience 27% less pleasure with life compared to able-bodied persons. Although these feelings were the consequence of their impairments, persons with disabilities have the right to enjoy life.

Today, sport tourism is enjoying a rapid growth globally and persons with disabilities are becoming a growing category of tourist. Persons with disabilities live in societies designed primarily for the able-bodied and many of them are not given freedom regarding their leisure activities (McCormick, 2004) [1]. Just like the rest of the population, persons with disabilities need the excitement and pleasure that sport tourism can offer. When given varied choices, persons with disabilities have stronger goals and insights especially with outdoor sports and leisure activities (Darcy, 1998) [2]. With awareness, technological progress and the help of volunteers, more sport event activities are becoming available for persons with disabilities. The benefits of sports involvement are the same for both disabled person and able bodied person. Additionally, involvement in sports motivates persons with disabilities to regain their personality and to handle the stigma of a disabled body (Martin, Adams-Mushett, & Smith, 1995) [3]. But their efforts were usually hold back as they are exposed to various constraints throughout the process of sport engagement (McCormick, 2004) [1]. This unfortunate experience indirectly influence their choice of sports, restrain pursue in new sport activities, lessen satisfaction in sports, and restrain involvement in sports. Since persons with disabilities experience a great challenge to pursue sport tourism compared to those able-bodied persons, there is a need to understand their experience. This present study explores specifically the orientation experienced by physically-disabled Malaysian in sports tourism. A physically disabled individual has a chronic either non-progressive or progressive physical impairment which has effect on one or more parts of the body, including the central nervous system, spinal cord, peripheral nervous system, or peripheral structures (Miller, 1995) [4].

With better understanding of the orientation of physically-disabled Malaysian sports tourists, it is hope that this data could promote the theoretical perceptive of constraints and negotiations in sport tourism as a whole. Besides that, the information gathered may also facilitate positive social change directed towards improving the lives of physically-disabled individuals from diverse life situations. A better understanding of these issues could lead to the provision of effective strategies in facilitating physically-disabled persons in maximizing their experience in sport tourism. To maximize understanding of tourism for sport tourists with disabilities, studies of their needs through destination experiences and provision of proper accommodation is important to tourism operators (Darcy, 2010) [5]. In addition, investigation from the aspects of demographic factor, such as age, ethnicity, and marital status could display the overall picture of the nation.

1.1. Review of literature

Globally, tourism is a well-known growing industry and people with disabilities are being identified as a growing group of consumers of sport tourism. Studies are rare in relation to tourism industry and individuals with disabilities (Bizjak, Knezevic, & Cvetreznik, 2011; Blichfeldt & Nicolaisen, 2011; Darcy, 2011) [6][7][8], especially in sport tourism. Investigation of previous studies on individuals with physical disability in Asia shows that most research are related to leisure travel participation (Tsai, 2008) [9], the effect of hotel room environments towards the lodging behavior of the lower-limb disabled (Lu & Huang, 2008) [10], leisure attitudes and leisure education of the physically disabled (Chen, 2005) [11], and perception of the physically disabled towards recreational sports (Jiang, 2004) [12]. Previous research showed that many individuals with disabilities tend to assume that sport tourism should be ignored as it needs a combination of physical, mental, and social capability which they have problem in controlling (Yau, McKercher, & Packer, 2004) [13]. As so, individuals with disabilities are less interested to involve in the tourism activities compared to those of able-bodied (Pagán, 2012) [14]. Nevertheless, individuals with disabilities are eligible to, and do want to experience sport tourism activities.

Sport related activities are commonly identified as leisure time activities. Individuals join sport related activities as part of tourism. Sport provides a number of physical and psychological benefits to individuals with disabilities such as social mobility (French & Hainsworth, 2001; Page, O'Connor, & Peterson, 2001) [15][16], integrate people with disabilities into family and community activities (Page et al., 2001), improve quality of life, self-confidence, self-esteem, and social acceptance (Blichfeldt & Nicolaisen, 2011; Pagán, 2012) [7][14].

Specifically, participation in sports positively influenced individuals with disabilities on their general health, lifestyle, family life, and social life (Zabriskie, Lundberg, & Groff, 2005) [17]. Unfortunately, individuals with disabilities tend to live a sedentary lifestyle (Ayvazoglu, Ratliffe & Kozub, 2004) [18].

Individuals with disabilities often perceive more barriers than those able-bodied before and during sport tourism pursuits (Taylor & Józefowicz, 2012) [19]. As defined by World Health Organization (WHO) (2007) [20], disability is “an umbrella term, covering impairments, activity limitations, and participation restriction . . . thus disability is a complex phenomenon which reflects an interaction between features of a person’s body and features of the society in which he or she lives.” Disability arises when individuals experience functional constriction in their capabilities to perform physical activities, either during leisure hours or during tourism (Baldwin & Johnson, 2000; WHO, 1980) [21][22]. Burnett and Bender-Baker (2001) [23] define the disabled tourist as “an individual with a physical impairment that limits activities.” Their definition dictates the activities the disabled individual is able or unable of doing and their advice was that focus should be given to the relation between the disabled individual and the environment. Individuals with physical disabilities are likely to be confronted by a variety of constraints that must be negotiated when pursuing sport tourism. Literatures on leisure have consistently emphasized that constraints are encountered hierarchically, moving from the intrapersonal level to the interpersonal level to the structural level (e.g., Crawford, Jackson, & Godbey 1991; Jackson, Crawford, & Godbey, 1993; Jackson & Scott, 1999) [24][25][26]. However this linear model does not appear to apply on leisure participation experienced by individuals with physical disabilities as it is found to have ongoing, interrelated and nonlinear relationships (Daniels, Rodgers, & Wiggins, 2005; Heo, Lee, Lundberg, McCormick, & Chun, 2008) [27][28].

Sport tourists, especially those with disabilities often experienced barriers to sport tourism. Research revealed that most barriers experienced by individuals with disabilities are socially constructed (Darcy, 1998) [2]. Individuals with disabilities are most likely to perceive greater intrinsic, economic, environmental, and interactive constraints than able-bodied tourists (McKercher, Packer, Yau, & Lam, 2003) [29]. As revealed in most earlier literature, the primary reason for non-participation by disabled tourists are related with limitation of available and suitable accommodation, non-standard accommodation service, identification of available accommodation, and unavailable related information (Darcy, 2010) [5]. As revealed by Bi, Card, and Cole (2007), and also Daniels and friends (2005) [30][27], only a few hotels providing compatible disabled individual-friendly rooms with wide entrances, low-level switches, hand dryers, towels racks and beds, chair lifts and room information written in simple and precise language for people with disabilities. In relation to the rooms available, only some are located at the ground floor. Limited hotels equip lifts to all floors on slow timers, access to the lobby, pool and bar areas, simple signage, and clear access through the entire building. Most hotels provide uncovered special parking lot which are located quite a distance from the lobby.

Sports attractions are the main reasons which stimulate the purpose of a journey in sport tourism. The attractions include leisure activities such as visiting theme parks or taking part in sport activities, nature-based activities such as water sports or mountain trekking, historical activities including visiting sports stadiums, or socio-cultural activities such as sports festivals. Most of the reasons for non-participation among tourists with disabilities in the course of these activities is related to on-site inaccessibility. As identified by Lovelock (2009) [31], mobility-impairment tourists have a stronger appeal for better improvement of access in nature environments. Example of on-site constraints include beaches not equipped to accommodate wheelchair users, hence restricts individuals with disabilities from enjoying the opportunity of participating in sport activities.

Results gained from telephone interviews with the respondents in Shaw and Coles’s (2004) [32] studies shown that access and costs are two significant factors perceived by many individuals with disabilities. Access involves a range of physical barriers both in public and private spaces, especially regarding transport. Besides that individuals with disabilities are also constrained through personal circumstances including problems of health and financial. This is true as individuals with disabilities are more likely to stay in poorer households with help from state benefits, earning low income, and facing social exclusion and discrimination (Be’langer & Jolin, 2011; Diekmann & McCabe, 2011; Minnaert, Maitland, & Miller, 2011) [33][34][35]. Poria, Reichel, and Brandt (2009, 2010) [36][37] disclosed that staff’s attitude, knowledge of the disabled, and limited opportunity for

interaction with others were primary barriers constraining individuals with disabilities in maximizing tourism experience. All these factors serve to marginalize individuals with disabilities as sport tourists.

In Heo et al.'s (2008) studies on the relationships among self-determination, leisure constraints, and skill levels using disabled participants of a community-based adaptive sport program, it was identified that self-determination was the strongest discriminator, followed by structural constraints. Heo and his colleagues suggested that providing environmental friendly surroundings for individuals with disabilities are critical in facilitating them to enjoy the benefits of sports participation. They believed recreational therapists could help by evaluating precisely the potential barriers in the community such as availability of transport, location of services, accessibility of public facilities, and prohibitive costs in terms of time or money.

The hypotheses generated were:

- (i) There is difference in each component of leisure constraints perceived by physically-disabled Malaysian sports tourists in terms of age, ethnicity, and marital status, and
- (ii) There is difference in each component of negotiation strategies adopted by physically-disabled Malaysian sports tourists in terms of age, ethnicity, and marital status.

2. Method

2.1. Sample

The 312 respondents consist of multiethnic physically-disabled Malaysians (Chinese, Malay, Indian and other races) of all ages. Cluster random sampling design was used to draw samples among physically-disabled Malaysians at the Bangi Industrial Training and Rehabilitation Centre for the Disabled, the Paralympic Council of Malaysia, and the National Sports Council of Malaysia.

2.2. Data collection

A self-administered questionnaire was developed for this study as there is no pre-developed instrument available to measure the constraints and negotiation strategies experienced by physical-disabled individuals. The leisure constraints items were specifically developed in line with the Crawford et al.'s Hierarchical Model of Leisure Constraints (1991) [24], with adding of items on cultural constraints. The Hubbard and Mannell's Negotiation Strategies Scale (2001) [38] was referred to in developing items of negotiation strategies. Items in Section A compiled the demographic data of the respondents. Items in Section B identified the leisure barriers experienced by physically-disabled Malaysian in sports tourism pursuits. Items in Section C are related to the strategies assumed by Malaysian physically-disabled Malaysian in negotiating the barriers to maximize participation in sports tourism. All items in Section B and Section C were rated using a 4-point Likert-type response format with values ranging from 1 (Strongly Disagree) to 4 (Strongly Agree).

2.3. Statistical analyses

Both hypotheses were tested using the Multivariate Analysis of Variance (MANOVA) and Analysis of Variance (ANOVA). A significance level $p < .05$ was adopted to decide the significance level of the research hypotheses.

3. Results

3.1 Factor analysis and reliability of measurement scales

Item loading values for the measurement scale were greater than .40, and values for item-total correlation for each subscale recorded was greater than .45. The overall value for Coefficient Alpha for the leisure constraints scale was .771 and for the negotiation strategies scale was .770.

3.2 Leisure constraints perceived by physically-disabled Malaysian in sports tourists' participation

The main component of leisure constraints perceived by the respondents was structural constraints. As shown in Table 1, the list of structural factors perceived by respondents are "No personal transportation to the destination", "Do not have enough money to participate", and "Unprofessional service providers". The interpersonal constraints mainly reported were "No opportunity to participate", "No travel companion", and "Do not have the skills to participate". The intrapersonal constraint factor mainly perceived by respondents was "Obligated to visit my parents/grandparents during holidays" while the cultural barrier was identified as "My culture constricts my leisure activity, especially in sports". Specifically, the structural constraint factor reading "No personal transportation to the destination" was mainly constraining the respondents in their sport tourism pursuits.

Table 1. Mean and percentage of frequencies of leisure constraints perceived by physically-disabled Malaysian in sports tourism participation (N = 312)

Leisure Constraints	Mean	Standard Deviation	Percentage of Frequencies (%)			
			1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree
Structural Constraints						
No personal transportation to the destination.	3.21	.762	0.0	20.9	38.2	41.2
Do not have enough money to participate.	3.17	.732	0.0	19.6	44.1	36.3
Unprofessional service providers.	2.88	.568	0.0	22.5	66.7	10.8
Overall	3.09					
Interpersonal Constraints						
No opportunity to participate.	2.52	.671	5.9	40.2	50.0	3.9
No travel companion.	2.52	.941	16.7	29.4	39.2	12.7
Do not have the skills to participate.	2.50	.754	6.0	44.0	41.2	8.8
Physically not suitable to involved in sport events.	2.33	.837	16.7	40.2	36.3	6.9
Family is not interested.	2.28	.847	18.6	42.2	32.4	6.9
Uneasy wearing particular sports attire.	2.17	.860	20.6	51.0	19.6	8.8
Overall	2.38					
Intrapersonal Constraints						
Obliged to visit my parents/grandparents during holidays.	3.13	.481	0.0	5.9	75.5	18.6
Do not have information about existing sport events.	2.21	.749	19.6	40.2	40.2	0.0
Do not like to involve in sports events.	1.70	.728	46.1	38.2	15.7	0.0
Overall	2.35					

Cultural Constraints						
My culture constricts my leisure activity, especially in sports.	2.51	.461	3.9	40.5	45.0	10.6
My religion does not encourage me to take part in sports events.	1.74	.544	31.4	63.7	4.9	0.0
Overall	2.13					

3.3 Negotiations practices adopted by physically-disabled Malaysian in sports tourism participation (N = 312)

Table 2 revealed that respondents mainly adopted interpersonal coordination strategies in negotiating the leisure constraints barriers and the strategies were identified as “Participate in activities suitable with skill”, “Use available equipment/clothes”, “Generate interest through information technology system” and “Participate in activities joined by persons with disabilities”. The list of skill acquisition strategies adopted were namely “Do my best”, “Ask for help with the required skills”, and “Find people with similar interests”. The time management strategy of choice was “Share family commitments with my family members” while the financial resource strategies adopted were namely “Allocate at least one week in a year to participate”, and “Work extra time to save for sport tourism”. Among all, the interpersonal coordination strategy read “Participate in activities suitable with my skill” was the main strategy adopted by the respondents.

Table 2. Mean and percentage of frequencies of negotiation practices adopted by physically-disabled Malaysian in sports tourism participation (N = 312)

Negotiation Strategies	Mean	Standard Deviation	Percentage of Frequencies (%)			
			1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree
Interpersonal Coordination						
Participate in activities suitable with skill.	3.25	.432	0.0	0.0	75.5	24.5
Use available equipment/clothes.	3.17	.375	0.0	0.0	83.3	16.7
Generate interest through information technology system.	3.16	.365	0.0	0.0	84.3	15.7
Participate in activities joined by persons with disabilities.	3.04	.659	0.0	19.6	56.9	23.5
Overall	3.16					

Skill Acquisition						
Do my best.	3.04	.889	6.9	16.7	42.2	34.3
Ask for help with the required skills.	2.79	.860	8.8	22.5	49.0	19.6
Find people with similar interests.	2.76	.773	6.9	23.5	55.9	13.7
Overall	2.86					
Time Management						
Share family commitments with my family members	3.20	.890	7.8	7.8	41.2	43.1
Stop temporarily until my children are able to look after themselves.	2.36	.818	15.7	38.2	40.2	5.9
Overall	2.78					
Financial Resources						
Allocate at least one week in a year to participate.	2.56	.725	4.9	43.1	43.1	8.8
Work extra time to save for sport tourism.	2.54	.501	0.0	46.1	53.9	0.0
Overall	2.55					

3.4 Leisure constraints perceived by physically-disabled Malaysian in sports tourist's participation in terms of age

The ANOVA score was reported significant for structural constraint factor namely "Unprofessional service providers", $F(4, 97) = 8.674$, $p = .000$, $\eta^2 = .23$ and this factor was highly perceived by the respondents from group aged 50 years and above.

Scores were also reported significant for factors of interpersonal constraints reading "Feel uneasy wearing particular sports attire", $F(4, 97) = 10.916$, $p = .000$, $\eta^2 = .28$, "Physically not suitable to involve in sports events", $F(4, 97) = 7.413$, $p = .000$, $\eta^2 = .20$, "Do not have a travel companion", $F(4, 97) = 22.721$, $p = .000$, $\eta^2 = .46$, "Family not interested in sport tourism activities", $F(4, 97) = 20.968$, $p = .000$, $\eta^2 = .44$, and "Do not have the skills to participate", $F(4, 97) = 4.380$, $p = .000$, $\eta^2 = .12$. Respondents of group aged 30 - 39 years perceived significantly high constraints on factor reading "Physically not suitable to involve in sports events" and "Family not interested in sport tourism activities", while respondents of group aged between 20 - 29 years highly perceived the factor, naming "Do not have a travel companion" and "Do not have the skills to participate".

Significant results were also noted for factors of intrapersonal constraints listed as "Obligated to visit my parents / grandparents during holidays", $F(4, 97) = 8.428$, $p = .000$, $\eta^2 = .23$, "Do not like to get involved in sports", $F(4, 97) = 4.822$, $p = .001$, $\eta^2 = .13$, and "Do not have information about existing sports events", $F(4, 97) = 2.828$, $p = .029$, $\eta^2 = .07$. Respondents from group aged below 20 years perceived significantly high

constraints on factor reading “Obligated to visit my parents / grandparents during holidays”. Respondents from group aged 30 - 39 years perceived significantly high constraints on factor reading “Do not like to get involved in sports”, while the group aged between 20 - 29 years highly perceived the factor, naming “Do not have information about existing sports events”.

Differences existed for cultural constraints factors such as “My religion does not encourage me to take part in sports events”, $F(4, 97) = 15.160$, $p = .000$, $\eta^2 = .36$, and “My culture constricts my leisure activities, especially in sports”, $F(4, 97) = 3.207$, $p = .016$, $\eta^2 = .08$. Respondents from group aged below 20 years highly perceived the factor reading “My religion does not encourage me to take part in sports events”, while the group of 20-29 years perceived high constraints for factor identified as “My culture constricts my leisure activities, especially in sports”.

3.5 Leisure constraints perceived by physically-disabled Malaysian in sports tourist's participation in terms of ethnicity

ANOVA scores were reported significant for structural constraint factor, naming “Unprofessional service providers”, $F(2, 99) = 9.400$, $p = .000$, $\eta^2 = .14$. Respondents from the group of Chinese were highly constrained by this factor.

Significant results were also noted for interpersonal constraint factors listed as “Physically not suitable to involve in sports events”, $F(2, 99) = 6.252$, $p = .003$, $\eta^2 = .09$, “Do not have the opportunity to participate”, $F(2, 99) = 12.791$, $p = .000$, $\eta^2 = .19$. The group of Indian respondents perceived high constraints for factor noted “Physically not suitable to involve in sports events”, while the group of Chinese respondents was struggling with the factor reading “No opportunity to participate”.

Also reported significant was the score for factors of intrapersonal constraints, namely “Obligated to visit parents / grandparents during holidays”, $F(2, 99) = 7.780$, $p = .000$, $\eta^2 = .12$, and “Do not like to involve in sports events”, $F(2, 99) = 7.728$, $p = .000$, $\eta^2 = .12$. Both factors were highly constraining the respondents from the Chinese group.

Differences were noted for cultural constraints factors reading “My culture constricts my leisure activity, especially in sports”, $F(2, 99) = 17.488$, $p = .000$, $\eta^2 = .25$, and “My religion does not encourage me to take part in sports events”, $F(2, 99) = 4.651$, $p = .012$, $\eta^2 = .07$. Respondents from the Indian group were the main perceivers for both cultural factors.

3.6 Leisure constraints perceived by physically-disabled Malaysian in sports tourist's participation in terms of marital status

ANOVA scores displayed significant results for interpersonal constraints factors, namely “Physically not suitable to be involve in sports events”, $F(2, 99) = 9.462$, $p = .000$, $\eta^2 = .01$, “No travel companion”, $F(2, 99) = 3.160$, $p = .047$, $\eta^2 = .02$, and “Do not have the skills to participate in sports events”, $F(2, 99) = 4.403$, $p = .015$, $\eta^2 = .01$. Both the factors of “Physically not suitable to involve in sports events” and “Do not have the skills to participate in sports events” were highly constraining respondents of single status group. On the contrary, the results of ANOVA tests conducted on the structural constraints, intrapersonal constraints, and cultural constraints did not show any sign of significance.

3.7 Negotiations practices adopted by physically-disabled Malaysian in sports tourism participation in terms of age

The results of the MANOVA test conducted on financial resource strategies, skill acquisition strategies, interpersonal coordination, and time management strategies using age as the independent variable did not show any sign of significance.

3.8 Negotiations practices adopted by physically-disabled Malaysian in sports tourism participation in terms of ethnicity

Differences were noted for both the skill acquisition strategies adopted, namely “Do my best”, $F(2, 99) = 7.785$, $p = .001$, $\eta^2 = .12$, and “Find people with similar interest”, $F(3, 632) = 6.458$, $p = .002$, $\eta^2 = .10$. The respondents from Malay group highly adopted both strategies. Similarly, differences were also noted for both interpersonal coordination strategies naming “Participate in activities joined by persons with disabilities”, $F(2, 99) = 5.638$, $p = .005$, $\eta^2 = .08$, and “Generate interest through information technology system”, $F(3, 632) = 6.183$, $p = .003$, $\eta^2 = .09$. Respondents from the Malay group highly adopted the strategy namely “Participate in activities joined by persons with disabilities” while the Chinese group significantly adopted the strategy reading “Generate interest through information technology system”. On the contrary, no sign of significance was identified for results of ANOVAs conducted on financial resource strategies and time management strategies.

3.8 Negotiations practices adopted by physically-disabled Malaysian in sports tourism participation in terms of marital status

No significance results were noted for the MANOVA conducted on financial resource strategies, skill acquisition strategies, interpersonal coordination, and time management strategies with marital status as the independent variable.

4. Discussion

Findings confirm the previous study performed by Daniels and friends (2005) [27] that the linear model of Crawford et al. (1991) [24] does not apply to physically-disabled Malaysian sport tourist's orientation. The physically-disabled Malaysian's participation in sports tourism was constrained by a combination of ongoing, interrelated and nonlinear constraints (structural constraints, interpersonal constraints, intrapersonal constraints, and cultural constraints). The identification of structural constraints as the main barrier perceived is agreeable with findings by most leisure researchers (eg. Daniels, et al., 2005; Heo et al., 2008) [27][28]. As structural constraints were related to access issues and limitation to physical nature of the sport destination, it is suggested that sport tourism providers should initiate user friendly strategies in managing the transportation, facilities, and environment situations for physically-disabled tourists. In addition, professionally trained sports service staffs and volunteers would be of great help to the physically-disabled tourists as well. Future researcher should study specifically on the transportation issues in relation to individuals with disabilities' sports tourism opportunities. It would be interesting to examine transportation barriers for physically-disabled individuals by highlighting policy measures to increase travel mobility.

In this study, the negotiation strategies adopted by the physically-disabled Malaysians were related to their behavior or cognition, as in line with findings by Jackson, et al. (1993) [25]. Because of their physical disabilities and personal constraints, majorities of the physically-disabled Malaysians adopted strategies suitable to their skills, a finding which is at variance with previous leisure studies which reveal that participating with partners of

the same physical status and well-being, and sharing the challenge and enjoyment of the same skill has impacts on the participation in various sport tourism activities. There are two important motivational forces in sport participation for persons with disabilities, namely demonstrating skill or competence to others and bringing one in contact with others (Page, et al., 2001) [16]. Thus, sport tourism providers could facilitate physically-disabled clients in developing skill and experiencing success through practice of the skills within an environment where constructive feedback is provided. Besides that skill development could be enhanced by using appropriate role models with similar disability for encouragement and coaching.

In relation to demographic influence, data analyses reveal that age and marital status did not influence the adoption of negotiation strategies among physically-disabled Malaysians in sport tourism pursuits. Thus, it could be interpreted that the physically-disabled Malaysians in this study adopted the same level of strategies in sports tourism participation disregard of their age and marital status.

5. Conclusions and recommendations

Today, recognition of leisure satisfaction through physically-disabled persons' perspectives is necessary as the orientation contributes to the quality of their life, such as making lives more bearable, improving health, relieving tensions, and building and maintaining relationships with family and community members. Hence, explorations on sport tourism's influence towards physically-disabled individuals' leisure should be given extra consideration. Besides that, study on the relationship between physically-disabled persons' leisure and sport tourism industries should also be acknowledged. This will give a better understanding of the benefits of sport tourism towards the leisure of disabled persons in guiding towards positive enhancement of the sport tourism business in multiethnic markets.

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