

ABSTRACT

The tourism sector in Indonesia is an essential asset for the country because the tourism sector is one of the sectors that contribute to the most significant foreign exchange earnings in Indonesia. The tourism sector is also related to the accommodation sector, such as hospitality. Hotels must provide specific facilities for guests with special needs. However, facilities for guests with disabilities still need to be reviewed. Therefore, more attention is required so guests with disabilities can carry out activities in the hotel area comfortably. Based on data from the Department of Population and Civil Registration of Bandung, in 2019, the number of people with disabilities in the city of Bandung reached 1,662 people, and the most types of people with disabilities were people with physical disabilities, which came 441 people. People with physical disabilities, such as wheelchair users, need more access or attention to carry out activities like others. Apart from facilities, another obstacle experienced by persons with disabilities is obtaining information. The lack of knowledge about tourist attractions and what facilities are offered for persons with disabilities is a problem often encountered in the field. Therefore, Difa Rooms was developed to provide accessibility and mobility information at hotels for wheelchair users and can also share information regarding disability-friendly hotels with other people with disabilities. Thus, it is necessary to design a user interface and user experience (UI and UX) that can provide accessibility information effectively and efficiently to support the activities of people with disabilities. UI and UX design are carried out using the inclusive design method, and usability testing are necessary. In addition, web accessibility was also tested using the WAVE Tool to find out how accessible the Difa Rooms web is.

Keywords: hospitality, disability, accessibility, user interface, user experience, usability testing.