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The Role of Transportation Accessibility and Public Facilities on Tourism Experience in Tourist Destinations in Central Java

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ABSTRACT

This study investigates the influence of transportation accessibility and public facilities on the tourist experience in tourist destinations in Central Java, Indonesia. A quantitative research approach was employed using survey data collected from 200 tourists. The research instrument was a structured questionnaire measured using a five-point Likert scale. Transportation accessibility and public facilities were examined as independent variables, while tourist experience served as the dependent variable. Data analysis was conducted using the Statistical Package for the Social Sciences (SPSS) version 25, applying descriptive analysis, validity and reliability tests, and multiple linear regression analysis. The results indicate that transportation accessibility has a positive and significant effect on tourist experience, demonstrating that ease of access, transportation availability, and connectivity contribute substantially to tourists' overall perceptions. Public facilities also show a positive and significant effect, highlighting the importance of adequate amenities such as sanitation, parking, signage, and information services in enhancing comfort and satisfaction. Furthermore, both variables simultaneously explain a substantial proportion of the variance in tourist experience. These findings underline the importance of integrated transportation systems and well-maintained public facilities in improving tourist experience and strengthening destination competitiveness in Central Java.

Keywords: *Transportation Accessibility, Public Facilities, Tourist Experience, Tourism Destinations, Central Java.*

1. INTRODUCTION

Tourism has become one of the most dynamic sectors contributing to regional economic development, employment creation, and socio-cultural exchange. In Indonesia, tourism plays a strategic role in supporting national and regional development agendas, particularly in provinces with rich natural, cultural, and historical resources such as Central Java. The province is home to a wide range of tourist destinations, including cultural heritage sites, natural attractions, religious tourism areas, and urban tourism centers [1], [2]. However, the sustainability and competitiveness of these destinations are not determined solely by the attractiveness of tourism resources, but also by the quality of supporting infrastructure and services that shape the overall tourist experience.

Tourist experience has emerged as a central concept in tourism studies, as it reflects tourists' cognitive, emotional, and behavioral responses during their visits to destinations. A positive tourist experience is closely linked to tourist satisfaction, destination loyalty, and positive word-of-mouth promotion, which are essential for long-term destination competitiveness [3], [4]. Conversely, negative experiences—often caused by poor accessibility, inadequate facilities, or inefficient services—can reduce tourist satisfaction and damage the image of a destination. Therefore, understanding the factors that influence tourist experience is crucial for destination managers and policymakers.

One of the key determinants of tourist experience is transportation accessibility. Accessibility refers to the ease with which tourists can reach and move within a destination, including the availability, quality, affordability, and integration of transportation modes. In the context of tourism, transportation functions not only as a means of mobility but also as an integral

part of the travel experience itself [4], [5]. Limited access, poor road conditions, inadequate public transportation, or unclear travel information can create inconvenience, increase travel time, and generate stress for tourists. In Central Java, where tourist destinations are often spread across urban, rural, and mountainous areas, transportation accessibility becomes a critical issue influencing tourists' perceptions and experiences.

In addition to transportation accessibility, the availability and quality of public facilities play a vital role in shaping tourist experience. Public facilities include basic and supporting amenities such as toilets, parking areas, signage, information centers, rest areas, safety facilities, and accessibility features for elderly and disabled tourists. These facilities directly affect tourists' comfort, safety, and convenience during their visits [6], [7]. Even destinations with strong attractions may fail to deliver satisfactory experiences if public facilities are poorly maintained, insufficient in number, or difficult to access. In many developing tourism regions, gaps in public facility provision remain a persistent challenge that undermines destination quality.

Despite the recognized importance of transportation accessibility and public facilities, empirical studies that simultaneously examine their influence on tourist experience at the regional level, particularly in Central Java, remain limited, as most previous research has focused primarily on destination attractiveness or general tourist satisfaction without adequately considering infrastructural factors as integrated determinants of experience; moreover, quantitative evidence that measures tourists' perceptions using standardized instruments and rigorous statistical analysis is still needed to support evidence-based tourism planning. Therefore, this study aims to analyze the role of transportation accessibility and public facilities in influencing the tourist experience in tourist destinations in Central Java using a quantitative approach, where data were collected from tourists through a Likert-scale questionnaire and analyzed using SPSS version 25. By examining both partial and simultaneous effects of transportation accessibility and public facilities, this study seeks to provide empirical insights that can support policymakers, destination managers, and local governments in formulating more effective tourism development strategies, with the ultimate goal of enhancing tourist experience, strengthening destination competitiveness, and contributing to sustainable tourism development in Central Java.

2. LITERATURE REVIEW

2.1 Tourism and Tourist Experience

Tourism is widely recognized as a multidimensional activity that involves not only travel and leisure but also complex interactions between tourists, destinations, and supporting systems, and modern tourism studies emphasize that the success of a destination is increasingly determined by the quality of experiences it offers rather than merely the presence of attractions [3], [4]. Tourist experience refers to the overall perception formed by tourists based on their interactions with destination attributes, services, infrastructure, and social environments throughout the travel process, and is commonly understood as a holistic construct encompassing cognitive (knowledge and evaluation), affective (emotions and feelings), and behavioral (actions and responses) dimensions that develop before, during, and after the visit [3], [4]. These dimensions shape tourists' satisfaction, memories, and future behavioral intentions such as revisit intention and word-of-mouth recommendations, where positive experiences enhance destination competitiveness while negative experiences can lead to dissatisfaction and

unfavorable destination images. Previous studies further highlight that tourist experience is influenced by both core elements, such as natural or cultural attractions, and supporting elements, such as accessibility, facilities, and services, which act as enablers that allow tourists to fully enjoy core attractions, as without adequate support even destinations with high intrinsic value may fail to deliver satisfactory experiences [8], [9].

2.2 Transportation Accessibility in Tourism

Transportation accessibility is a fundamental component of tourism development and destination performance, referring to the ease with which tourists can reach a destination and move within it using available transportation systems, including physical infrastructure such as roads, terminals, ports, and stations, as well as transportation services, connectivity, travel time, cost, and information availability. Transportation plays a dual role in tourism, functioning not only as a facilitator that enables tourists to access destinations and attractions but also as an integral part of the tourism experience itself, particularly when travel conditions influence comfort, safety, and enjoyment [10], [11]. Poor transportation accessibility can increase travel fatigue, uncertainty, and stress, thereby negatively affecting tourists' perceptions of a destination. Empirical research consistently shows that destinations with good transportation accessibility tend to attract more visitors and generate higher levels of tourist satisfaction, as efficient transportation systems reduce travel barriers, enhance mobility, and support the spatial distribution of tourists across destinations [11], [12]. In regions with dispersed attractions such as Central Java, transportation accessibility becomes especially critical because tourists often need to travel between cities, rural areas, and remote attractions; therefore, transportation accessibility is expected to have a significant influence on tourist experience, with tourists who perceive transportation systems as convenient, reliable, and well-integrated being more likely to report positive experiences during their visits.

2.3 Public Facilities in Tourist Destinations

Public facilities are an essential element of tourism infrastructure that directly supports tourist activities and comfort, referring to amenities provided for public use such as sanitation facilities, parking areas, information centers, directional signage, rest areas, security services, waste management, and accessibility facilities for vulnerable groups. These facilities play a crucial role in ensuring that tourists can enjoy destinations safely, comfortably, and efficiently, as the quality and availability of public facilities significantly affect tourists' perceptions of destination quality [11], [13]. Well-maintained and easily accessible facilities enhance comfort and reduce inconvenience, while inadequate facilities—such as insufficient toilets, poor cleanliness, unclear signage, or lack of information services—can disrupt tourist activities and lead to dissatisfaction and negative experiences. Studies in tourism management further indicate that public facilities are closely linked to service quality and destination image, as tourists often use the condition of these facilities as an indicator of how well a destination is managed, with destinations that invest in high-quality public facilities being perceived as more professional, safe, and tourist-friendly. In the context of developing tourism regions, public facilities often represent a major challenge due to

budget constraints, maintenance issues, and uneven development; therefore, examining the role of public facilities in shaping tourist experience is important for identifying priority areas for infrastructure improvement [14], [15].

2.4 Conceptual Framework and Hypotheses

Based on the theoretical and empirical literature, this study proposes a conceptual framework in which transportation accessibility and public facilities are treated as independent variables influencing tourist experience as the dependent variable, where transportation accessibility reflects tourists' perceptions of ease of access, mobility, and transportation quality, while public facilities represent the availability and quality of supporting amenities at tourist destinations. The relationship between transportation accessibility, public facilities, and tourist experience can be explained through the perspective of destination competitiveness and service quality theory, as both transportation accessibility and public facilities act as foundational elements that support tourists' interactions with destination attractions, allowing tourists to focus on enjoyment rather than logistical or comfort-related problems when these elements function effectively. Previous empirical studies suggest that transportation accessibility positively influences tourist satisfaction and experience by reducing travel constraints and enhancing mobility, while adequate public facilities contribute to positive emotional responses, perceived value, and overall satisfaction; when combined, these two factors are expected to have a stronger simultaneous effect on tourist experience because they complement each other in supporting tourist activities [16]–[18]. In Central Java, where tourism destinations vary widely in terms of location, scale, and level of development, the integration of transportation accessibility and public facilities is particularly important, as tourists visiting multiple destinations within the region rely heavily on transportation systems and public amenities to ensure smooth and enjoyable travel experiences, forming the basis for the formulation of the research hypotheses.

H1: Transportation accessibility has a positive and significant effect on tourist experience in tourist destinations in Central Java.

H2: Public facilities have a positive and significant effect on tourist experience in tourist destinations in Central Java.

H3: Transportation accessibility and public facilities simultaneously have a positive and significant effect on tourist experience in tourist destinations in Central Java.

3. METHODS

3.1 Research Design

This study adopts a quantitative research approach with an explanatory design, aiming to examine the influence of transportation accessibility and public facilities on the tourist experience in tourist destinations in Central Java. The quantitative approach is considered appropriate because the study seeks to measure tourists' perceptions, test hypotheses, and identify causal relationships between variables using numerical data and statistical analysis. The explanatory design allows the researcher to explain the extent to which the independent variables affect the dependent variable based on empirical evidence.

3.2 Research Location and Object

The research was conducted in several major tourist destinations in Central Java, Indonesia. Central Java was selected as the research location due to its diverse tourism attractions, including cultural heritage sites, natural tourism areas, religious destinations, and urban tourism centers. The object of this study is tourists who have visited tourist destinations in Central Java and experienced the available transportation systems and public facilities during their visits.

3.3 Population and Sample

The population of this study consists of all tourists visiting tourist destinations in Central Java during the research period, and because the exact number of tourists is large and difficult to determine, a non-probability sampling technique was applied using a purposive sampling method. Respondents were selected based on specific criteria, namely tourists who had visited at least one tourist destination in Central Java and were willing to participate in the survey. A total of 200 respondents were collected and used as the sample in this study, and this sample size is considered sufficient for quantitative analysis and multiple regression testing, as it meets the minimum requirements for statistical analysis and enhances the reliability of the research results.

3.4 Research Variables and Operational Definitions

This study involves three main variables: transportation accessibility, public facilities, and tourist experience. Transportation accessibility (X_1) refers to tourists' perceptions of the ease of reaching and moving within tourist destinations and is measured through indicators such as road conditions, availability of transportation modes, travel time, transportation cost, and clarity of transportation information. Public facilities (X_2) refer to supporting amenities provided at tourist destinations to ensure comfort, safety, and convenience, with indicators including the availability and cleanliness of toilets, parking facilities, signage and information boards, rest areas, safety facilities, and accessibility for elderly and disabled tourists. Tourist experience (Y) refers to tourists' overall perceptions and feelings during their visits to tourist destinations, which are reflected in indicators such as enjoyment, comfort, satisfaction, emotional response, and overall evaluation of the visit.

3.5 Data Collection Method

Primary data were collected using a structured questionnaire distributed directly to tourists at selected tourist destinations and through online survey platforms, and the questionnaire was designed using a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree) to measure respondents' perceptions of each indicator. The instrument consisted of three main sections corresponding to the research variables, along with demographic questions to capture respondents' profiles. Prior to full-scale data collection, a pilot test was conducted to ensure the clarity and reliability of the questionnaire items, and the feedback obtained was used to refine the wording and structure of the questionnaire.

3.6 Data Analysis Technique

The collected data were analyzed using the Statistical Package for the Social Sciences (SPSS) version 25 through several stages, beginning with descriptive analysis to summarize respondents' demographic characteristics and provide an overview of their perceptions of transportation accessibility, public facilities, and tourist experience. This was followed by validity testing using correlation analysis to ensure that each questionnaire item accurately measured the intended construct, and reliability testing using Cronbach's alpha to assess internal consistency, where a value greater than 0.70 was considered acceptable. Prior to regression analysis, classical assumption tests—including normality, multicollinearity, and heteroscedasticity tests—were conducted to ensure that the data met the requirements for multiple linear regression analysis. Multiple linear regression analysis was then applied to examine the partial and simultaneous effects of transportation

accessibility and public facilities on tourist experience, using the model $Y=\alpha+\beta1X1+\beta2X2+\varepsilon$, where Y represents tourist experience, X1 represents transportation accessibility, X2 represents public facilities, α is the constant, $\beta1$ and $\beta2$ are regression coefficients, and ε is the error term. Finally, hypothesis testing was conducted using the t-test to assess the partial effects of each independent variable and the F-test to examine their simultaneous effects, with a significance level of 0.05 used as the criterion for hypothesis acceptance or rejection.

4. RESULTS AND DISCUSSION

4.1 Respondent Characteristics

A total of 100 questionnaires were distributed and returned completely, indicating a response rate of 100%. Respondents consisted of managers, treasurers, cashiers, and accounting staff A total of 200 valid questionnaires were successfully collected and analyzed in this study, with respondents consisting of both domestic and international tourists who had visited various tourist destinations in Central Java, and the analysis of respondent characteristics was conducted to provide an overview of their demographic profiles and travel purposes as a context for understanding their perceptions and experiences. Based on gender distribution, the respondents were relatively balanced, although female tourists slightly dominated the sample, with 108 respondents (54%) being female and 92 respondents (46%) being male, indicating that tourism activities in Central Java attract both genders in nearly equal proportions. In terms of age, the majority of respondents were in the productive age group, with tourists aged 21–30 years representing the largest proportion (42%), followed by those aged 31–40 years (28%), while respondents under 20 years old and those above 40 years old each accounted for 15%, suggesting that Central Java is particularly attractive to young adults and early middle-aged tourists who tend to have higher mobility and travel activity. Regarding travel purpose, most respondents visited Central Java for leisure purposes, with 122 respondents (61%) indicating leisure as their primary motivation, reflecting the strong recreational appeal of the region's natural, cultural, and urban attractions, while the remaining respondents visited for cultural (19%), religious (13%), and educational (7%) purposes, highlighting the diversity of tourism offerings in Central Java beyond leisure-oriented activities.

4.2 Descriptive Statistics of Research Variables

Descriptive statistics were used to describe respondents' perceptions of transportation accessibility, public facilities, and tourist experience. The results are presented in Table 1.

Table 1. Descriptive Statistics of Research Variables

Variable	N	Min	Max	Mean	Std. Deviation
Transportation Accessibility	200	2.10	4.80	3.89	0.56
Public Facilities	200	2.00	4.90	3.76	0.61
Tourist Experience	200	2.30	4.85	4.02	0.52

Table 1 presents the descriptive statistics of the research variables, providing an overview of respondents' perceptions regarding transportation accessibility, public facilities, and tourist experience in tourist destinations in Central Java. Transportation accessibility shows a mean value of 3.89 with a standard deviation of 0.56, indicating that, on average, tourists perceive transportation access in Central Java as good, with relatively consistent perceptions across respondents, although variations still exist as reflected by the range between minimum and maximum values, which suggests differences in infrastructure quality among destinations. Public facilities recorded a mean value of 3.76 and a standard deviation of 0.61, indicating that respondents generally perceive public facilities as adequate but not yet optimal, with greater variability in assessments compared to transportation accessibility, likely due to differences in the availability, cleanliness, and maintenance of amenities such as toilets, parking areas, signage, and information centers across tourist sites.

Tourist experience obtained the highest mean score of 4.02 with a standard deviation of 0.52, indicating that tourists overall had positive and relatively consistent experiences when visiting destinations in Central Java, characterized by high levels of enjoyment, comfort, and satisfaction. Overall, these descriptive statistics suggest that transportation accessibility and public facilities are perceived positively and play an important supporting role in shaping tourist experience, as evidenced by the relatively high mean score of tourist experience compared to the two independent variables, implying that tourists may tolerate certain infrastructural shortcomings as long as the overall experience remains enjoyable; however, the observed variation in transportation accessibility and public facilities underscores the need for more balanced and integrated infrastructure development to further enhance tourist experience and ensure consistent service quality across destinations in Central Java.

4.3 Validity and Reliability Test

Validity testing showed that all questionnaire items had corrected item–total correlation values greater than 0.30, indicating that all items were valid. Reliability testing using Cronbach's alpha produced values above the acceptable threshold of 0.70, as shown in Table 2.

Table 2. Reliability Test Results

Variable	Number of Items	Cronbach's Alpha
Transportation Accessibility	6	0.844
Public Facilities	6	0.812
Tourist Experience	6	0.865

Table 2 presents the results of the reliability testing for the measurement instruments used in this study, showing that all variables demonstrate strong internal consistency. Transportation accessibility, measured using six items, obtained a Cronbach's alpha value of 0.844, indicating a high level of reliability and suggesting that the items consistently measure tourists' perceptions of accessibility and mobility within tourist destinations. Public facilities, also measured with six items, recorded a Cronbach's alpha value of 0.812, which exceeds the commonly accepted threshold of 0.70 and confirms that the indicators related to amenities, comfort, and safety are reliable and coherent in capturing the construct. Tourist experience achieved the highest reliability score, with a Cronbach's alpha value of 0.865, indicating very strong internal consistency among the items measuring enjoyment, comfort, satisfaction, and overall evaluation of the visit.

4.3 Classical Assumption Tests

The normality test using the Kolmogorov–Smirnov method produced a significance value of 0.200 (> 0.05), indicating that the data were normally distributed. Multicollinearity testing showed tolerance values of 0.62 and VIF values of 1.61 for both independent variables, which are within acceptable limits (VIF < 10). The heteroscedasticity test using the Glejser method showed significance values greater than 0.05, indicating no heteroscedasticity problems. Therefore, the data met the assumptions for multiple linear regression analysis.

4.4 Multiple Linear Regression Analysis

Multiple linear regression analysis was conducted to examine the influence of transportation accessibility and public facilities on tourist experience. The regression results are presented in Table 3.

Table 3. Multiple Linear Regression Results

Variable	Regression Coefficient (β)	t-value	Sig.
Constant	1.214	4.323	0.000
Transportation Accessibility	0.421	6.875	0.000

Public Facilities	0.318	5.127	0.000

Table 3 presents the results of the multiple linear regression analysis examining the effect of transportation accessibility and public facilities on tourist experience in tourist destinations in Central Java. The constant value of 1.214 with a significance level of 0.000 indicates that when transportation accessibility and public facilities are assumed to be constant, tourist experience remains at a positive baseline level, reflecting the inherent attractiveness of the destinations. Transportation accessibility shows a positive regression coefficient ($\beta = 0.421$) with a high t-value of 6.875 and a significance level of 0.000, indicating a strong and statistically significant effect on tourist experience. This result suggests that improvements in ease of access, mobility, and transportation quality substantially enhance tourists' overall experiences, supporting the view that accessibility is a key determinant of tourism satisfaction. Public facilities also exhibit a positive and significant effect on tourist experience, with a regression coefficient of 0.318, a t-value of 5.127, and a significance level of 0.000, indicating that the availability and quality of amenities such as sanitation, parking, signage, and safety facilities contribute meaningfully to tourists' comfort and satisfaction. Comparatively, transportation accessibility has a stronger influence than public facilities, as reflected in its higher regression coefficient, highlighting its dominant role in shaping tourist experience. Overall, these findings confirm that both transportation accessibility and public facilities significantly and positively influence tourist experience, both individually and collectively, emphasizing the importance of integrated infrastructure development in enhancing the quality and competitiveness of tourist destinations in Central Java.

The results of hypothesis testing indicate that transportation accessibility has a positive and significant effect on tourist experience, as shown by a regression coefficient of $\beta = 0.421$, a t-value of 6.87, and a significance level of $p < 0.05$, leading to the acceptance of H1. Public facilities also demonstrate a positive and significant effect on tourist experience, with a regression coefficient of $\beta = 0.318$, a t-value of 5.12, and a significance level of $p < 0.05$, thus supporting H2. Furthermore, the F-test results show an F-value of 134.6 with a significance value of 0.000 (< 0.05), indicating that transportation accessibility and public facilities simultaneously have a significant effect on tourist experience, thereby confirming and accepting H3.

Discussion

The results demonstrate that transportation accessibility plays a crucial role in shaping the tourist experience in Central Java. The strong positive regression coefficient indicates that tourists who perceive transportation systems as easy to use, reliable, and well-connected tend to experience higher levels of enjoyment and satisfaction during their visits. This finding supports previous tourism studies that emphasize transportation accessibility as a key enabler of destination competitiveness [3], [4], particularly in regions with geographically dispersed attractions such as Central Java, where tourists often rely heavily on transportation to move between cities, rural areas, and tourist sites.

Public facilities were also found to have a significant positive influence on tourist experience, although the magnitude of the effect was slightly smaller than that of transportation accessibility. This suggests that while natural, cultural, and man-made attractions may initially attract tourists, the availability and quality of basic facilities—such as toilets, signage, parking areas, rest areas, and information centers—play an essential role in maintaining comfort and satisfaction throughout the visit. Inadequate or poorly maintained facilities can reduce enjoyment and negatively affect tourists' overall perceptions, even when destination attractions themselves are appealing.

The simultaneous effect of transportation accessibility and public facilities highlights the importance of integrated tourism infrastructure development. Tourists experience destinations holistically; therefore, improvements in transportation systems should be complemented by adequate and well-maintained public facilities to maximize positive experiences. For Central Java, these findings imply that tourism development strategies should prioritize infrastructure

enhancement alongside attraction development to ensure sustainable and competitive tourism growth. Overall, this study provides empirical evidence that strengthening transportation accessibility and improving public facilities can significantly enhance tourist experience, which in turn may increase destination loyalty, positive word-of-mouth, and long-term tourism sustainability in the region.

CONCLUSION

This study concludes that transportation accessibility and public facilities play a significant role in shaping the tourist experience in tourist destinations in Central Java. Transportation accessibility emerged as the most influential factor, indicating that ease of access, mobility, and transportation quality strongly affect tourists' comfort and enjoyment. Public facilities also significantly enhance tourist experience by providing essential support that ensures safety, convenience, and satisfaction during visits. The simultaneous influence of both variables emphasizes the need for integrated tourism infrastructure development. Therefore, improving transportation networks and upgrading public facilities should be prioritized by policymakers and destination managers to enhance tourist experience, increase destination competitiveness, and support sustainable tourism development in Central Java.

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