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Urban Mobility, Accessibility, And Tourism Flows: A Mobility Justice Perspective In Jakarta

Salsabilla Retno S.M.M[1*], Ichwan Aulia Heriza[2], Wilda Fitri Tanga[3], Harry Florentinus[4], Fetty Asmaniati[5], Myrza Rahmanita[6]

[1*,2,3,4,5,6] Faculty of Tourism, Institut Pariwisata Trisakti, Indonesia

*Corresponding Author Email: salsabillarsmm17@gmail.com

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Abstract: This study examines how urban mobility, accessibility, and mobility justice shape tourism flows in Jakarta, a rapidly developing metropolitan destination. It investigates the gap between planned accessibility in transport infrastructure and the actual accessibility experienced by tourists and local residents in their daily mobility practices. Data were collected through in-depth interviews with tourism and transport authorities, community representatives, and visitors, supplemented by field observations and analysis of relevant policy documents. The data were analyzed thematically to identify patterns related to accessibility, walkability, last-mile connectivity, and mobility justice. The findings reveal that despite improvements in multimodal transport systems and pedestrian infrastructure, accessibility remains uneven across the city. Challenges such as inadequate last-mile connectivity, discontinuous walkways, and inconsistent barrier-free design continue to shape visitor movement and reinforce mobility inequalities, particularly for residents of informal settlements and vulnerable groups. The novelty of this research lies in integrating mobility justice into urban tourism analysis by linking transport planning intentions with lived mobility experiences in a Global South megacity context. This study highlights the need to embed mobility justice principles in urban tourism and transport planning to ensure inclusive, sustainable, and human-centered development in Jakarta.

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Introduction

Urban tourism, as defined by the World Tourism Organization (UNWTO), involves activities in cities that function as transport hubs, offering a wide range of cultural, architectural, technological, social, and natural experiences. Modern cities, which serve as tourism destinations, rely heavily on efficient transportation networks to support the mobility of visitors. These networks ensure smooth movement across interconnected destinations, making them integral to the tourism experience.

Therefore, urban tourism must be supported by adequate infrastructure and facilities. This is due to the fact that urban destinations generally consist of many interconnected points located close to one another, thus requiring a system that can efficiently support tourist mobility. A modern city as a tourism destination is not merely a place to "visit," but also a dynamic circulation space in which visitors move from one point to another using various modes of transportation, enjoy public facilities, and interact with the urban environment.

Along with the development of mobility technologies, digitalization, and diversification of tourism experiences, modern cities face both challenges and opportunities in creating transportation networks that can support visitor circulation as an integral part of the tourism experience. An efficient transportation network not only provides access to major destinations within the city but also enables smooth and integrated movement across zones and between destination points. A study in Bali Province indicates that transportation infrastructure development considering accessibility, connectivity, safety, and service quality has a significant influence on the increase of international tourist arrivals (Sulistyorini, 2021).

Eddyyono (2021), explains that transportation modes are vital components in fulfilling tourist needs because they determine how easily visitors can access destinations comfortably and efficiently. Transportation modes in the tourism context extend beyond airplanes, ships, trains, or buses, and also include local modes such as electric bicycles, trams, and urban public transit systems that support internal movement within tourist destinations.

Transportation infrastructure influences the tourism industry in several ways. Adequate infrastructure enables tourists to reach destinations efficiently, thereby enhancing a city's competitiveness and attractiveness. Furthermore, spatially interconnected transportation networks can expand the distribution of tourist flows and reduce overcrowding at particular destination points. In destination planning, transportation serves as the backbone of visitor flow management, ensuring that tourist movements are optimally distributed throughout the city (Sulistyorini, 2021).

The concept of a walkable city is an urban design approach that encourages people to carry out daily activities on foot, supported by well-planned transportation systems and urban layouts. This concept emphasizes safety, comfort, and the provision of adequate facilities for pedestrians (Rohana et al., 2020). By developing pedestrian-friendly walkways, it is expected that residents and tourists will be more inclined to walk rather than rely on private vehicles (Rakhmatulloh & Kusumo Dewi, 2020). Pedestrian pathways serve dual functions: as circulation corridors and as public spaces that support social and cultural activities. The availability of pedestrian routes creates opportunities for social interaction, enhances the quality of public spaces, and enriches tourists' experiences of the city's atmosphere (Agustianti & Pudianti, 2022). Therefore, pedestrian facility development must emphasize comfort and safety, including proper walkway design, pedestrian protection elements, and integration with public transportation networks (Suminar & Anjar Sari, 2021).

In the context of last-mile connectivity, ensuring tourists can reach their final destinations after using primary transportation modes like trains, buses, or airplanes is essential. Efficient intermodal integration, involving public transportation options such as city buses, trams, and electric vehicles, helps connect key tourism points and supports environmental sustainability. Walkability and last-mile connectivity thus not only enhance mobility efficiency but also improve the city's aesthetic appeal and the quality of the tourism experience. According to Perbawa and Suharyanti (2023), mobility justice has become a crucial aspect of urban tourism governance, emphasizing that all

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societal groups tourists, residents, and vulnerable populations—should have equal access to mobility systems and tourism infrastructure.

Mobility justice goes beyond physical access to transportation; it also concerns the equitable distribution of economic, social, and cultural benefits from tourism. Perbawa and Suharyanti (2023) highlight how mobility restrictions during the COVID-19 pandemic exacerbated inequities in access and well-being. Tourism mobility systems should, therefore, be inclusive and support social sustainability, ensuring that they are not exclusive to certain tourist groups. This principle encourages the development of urban tourism systems that prioritize fairness, offering equal, safe, and sustainable access to all users.

Tourism corridors, as thematic routes connecting various destinations, play a critical role in modern urban tourism development. They help reduce congestion in popular areas by distributing visitor flows to secondary destinations and serve as vital tools for urban branding, such as cultural or heritage corridors. Properly planned tourism corridors optimize public facilities, strengthen intermodal connectivity, and minimize environmental impacts. By integrating transportation networks, walkability, and mobility justice, cities can create dynamic, sustainable, and inclusive tourism experiences that align with 21st-century principles of inclusivity and sustainability.

Research Method

This study employs a qualitative research approach to explore how accessibility, walkability, and mobility justice shape visitor circulation and tourism corridor planning in Jakarta. The qualitative paradigm is chosen because the research focuses on understanding how and why visitors and residents experience urban mobility differentlyan inquiry that requires deep contextual understanding rather than statistical generalization. The qualitative design builds upon an interpretivist epistemology, viewing space, accessibility, and justice as socially constructed realities shaped by people's interactions with urban infrastructures (Sheller, 2018; Verlinghieri & Schwanen, 2020). This orientation is consistent with the critical mobility paradigm in tourism studies, which emphasizes that accessibility is embedded within socio-political contexts and everyday practices (Hidayati et al., 2019).

Data collection involved three primary methods: In-depth Interviews: Interviews were conducted with key stakeholders, including officials from the Jakarta Tourism Office, MRT and TransJakarta management, local community leaders, and domestic and international visitors (N = 25). These interviews focused on perceptions of transport accessibility, walkability, and inclusivity within key tourism zones (e.g., Kota Tua, Monas, Sudirman, Thamrin, and Ancol). Field Observation: Observations were conducted along major tourism corridors to document walking conditions, signage, transport integration, and accessibility for disabled travelers. The observations focused on physical barriers, informal practices (e.g., street vendors and crossings), and the presence of inclusive design elements, following the principles discussed by Akbar et al. (2024) and Rubino (2025). Policy and Document Review: Relevant planning documents were reviewed, including Jakarta's Smart Tourism City Plan (2024), the Sustainable Urban Mobility Plan (SUMP), and Presidential Decree No. 59/2017 on the Sustainable Development Goals implementation. Triangulation of these three data sources ensured credibility, while researcher reflexivity and audit trails were maintained to enhance reliability (Nowell et al., 2017).

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Result and Discussion

1.1 Structural Accessibility in Jakarta's Urban Tourism Network

Jakarta's transport network has rapidly evolved over the past decade, with significant investments in rail transit, bus rapid transit, and pedestrian infrastructure. The expansion of MRT, LRT, and *TransJakarta* BRT systems has improved interconnectivity between key hubs, supporting multimodal integration. However, challenges persist, such as fragmentation between transport hubs and tourist attractions, particularly when additional "last-mile" travel is needed due to poorly designed pedestrian corridors or congested roads. Accessibility also depends on smooth intermodal transitions, and although the *Jak Lingko* integration system aims to enhance mobility, gaps in connectivity remain. Walkability plays a crucial role in visitor circulation, with areas like Thamrin-Sudirman and Kota Tua showing progress, but uneven walkability in peripheral areas poses safety risks and limits the full integration of pedestrian corridors into Jakarta's urban mobility system.

1.2 Relational Accessibility and Mobility Justice

Accessibility in urban mobility is not only a technical issue but also a political one, influenced by socio-economic factors like income inequality and spatial segregation. In Jakarta, high-capacity transit corridors prioritize commercial and tourism zones, while lower-income districts face slower improvements or depend on informal systems such as angkot or ojol, creating differentiated mobility experiences. Last-mile accessibility, where the ability to reach transit stations is often hindered by obstacles like obstructed sidewalks or unsafe crossings, exacerbates these inequalities, especially for residents in informal settlements, the elderly, or low-income groups. Barrier-free design remains inconsistent in Jakarta, with some MRT stations equipped with accessibility features, but external pedestrian environments still face significant challenges. Informal mobility practices in kampung areas, such as community-designed walking paths, further highlight the divide between local residents and tourists, reinforcing spatial inequalities and undermining the idea of universal accessibility.

1.3 Implications for Tourism Corridor Planning and Visitor Flows

Visitor flows in Jakarta are largely shaped by the availability of public transport along key corridors, such as Thamrin Sudirman, Kota Tua–Sunda Kelapa, and Senayan–GBK. These well-connected nodes attract the majority of tourists, while areas outside these corridors receive fewer visitors, reinforcing spatial inequality in tourism benefits. Tourism corridors often bypass kampung settlements, excluding local communities from tourism opportunities and narrowing the diversity of experiences. To address this, Jakarta's corridor planning should focus on barrier-free access, inclusive pedestrian networks, equitable investment distribution, recognition of informal mobility practices, and strategies to redistribute visitor flows, ensuring more inclusive and socially diverse tourism. This approach aligns with mobility justice, emphasizing both spatial and social accessibility.

1.4 Synthesis.

The analysis demonstrates that Jakarta's accessibility landscape is characterized by simultaneous advancements and persistent inequalities. Transport networks have become more interconnected and tourism corridors more walkable, yet accessibility remains unevenly distributed. Structural improvements often benefit central business and tourism districts, while marginalized neighborhoods experience slower or inconsistent enhancements. Mobility justice perspectives reveal that the design and distribution of mobility infrastructures reflect embedded socio-spatial inequalities, challenging the notion that infrastructural expansion inherently produces equitable access.

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2. Strategic Implication & Policy Relevance

The findings on urban mobility and tourism flows in Jakarta reveal several interrelated challenges and opportunities that hold significant implications for urban governance, industry practices, and community engagement. The complexity of Jakarta's transport networks marked by rapid infrastructural expansion, uneven accessibility, and ongoing efforts toward multimodal integration creates a dynamic context for designing a more inclusive and sustainable urban tourism system. This section outlines the strategic implications emerging from the analysis and highlights key policy directions that could support a more equitable and efficient mobility framework for tourism in the city.

2.1 Integrating Tourism and Transportation Planning

One of the foremost strategic implications concerns the need to integrate tourism and transportation planning within Jakarta's urban policy framework. Currently, tourism and transport development often operate in parallel policy silos, with limited cross-sectoral coordination between the Dinas Pariwisata dan Ekonomi Kreatif (Disparekraf) and the DinasPerhubungan (Dishub). This fragmentation results in uneven accessibility to key tourist sites such as Kota Tua, Monas, and Setu Babakan, where public transit connectivity remains inconsistent.

A more holistic approach would embed tourism mobility into Jakarta's urban master plan by aligning visitor flows with sustainable transport networks such as TransJakarta, MRT, and LRT. The integration of tourism data into transport modeling supported by smart city analytics can help anticipate visitor movement patterns and reduce congestion hotspots around major attractions. This aligns with the *Jakarta 4.0* vision that promotes data-driven urban governance and sustainable mobility systems.(Vovk et al., 2024)

2.2 Enhancing Walkability and Last-Mile Connectivity

Jakarta's efforts to improve pedestrian infrastructure such as the revitalization of sidewalks along Sudirman-Thamrin and the pedestrianization of Kota Tua represent important progress toward a more walkable city. However, last-mile connectivity remains a significant barrier for tourists navigating between transit nodes and attractions.

Policy directions should therefore prioritize the development of integrated *"tourism mobility corridors"* that link major transport hubs (e.g., MRT Bundaran HI, KRL Jakarta Kota) to heritage and cultural destinations through shaded walkways, wayfinding systems, and safe pedestrian crossings. The implementation of *JakLingko*-based feeder systems could further bridge the gap between mass transit and local attractions, ensuring a seamless travel experience for both residents and visitors. Enhancing the pedestrian realm also contributes to the city's climate adaptation goals by encouraging low-emission mobility options.(Li et al., 2022)

2.3 Promoting Mobility Justice and Inclusive Access

The concept of mobility justice offers an essential framework for evaluating who benefits from urban tourism mobility. In Jakarta, spatial inequality often mirrors patterns of socio-economic exclusion, where residents of peripheral or informal settlements have limited access to both urban mobility systems and tourism-related economic opportunities. Similarly, tourists with disabilities or those relying on public transport face accessibility constraints in several heritage areas due to inadequate infrastructure design.

Policymakers must adopt a rights-based approach to urban tourism planning by embedding universal design principles into transport infrastructure and public spaces. This includes accessible bus stops, tactile paving, ramps, and real-time travel information in multiple languages. A mobility-

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just tourism policy would not only enhance the visitor experience but also contribute to social equity by ensuring that mobility infrastructures serve both tourists and local communities equitably.(Liasidou & Stylianou, 2024)

2.4 Strengthening Intersectoral Governance

The pursuit of sustainable urban tourism mobility in Jakarta requires multi-level and intersectoral governance. Coordination between municipal authorities, transport agencies, private operators, and community organizations is critical to avoid policy overlaps and implementation gaps. The establishment of an *Urban Tourism Mobility Taskforce* comprising representatives from the government, academia, civil society, and the private sector could facilitate continuous dialogue, data sharing, and joint program development. Such institutional collaboration would enable the harmonization of policies on transport innovation (e.g., electric buses, shared mobility) with cultural heritage preservation and tourism branding.

Furthermore, adopting international frameworks such as the UN-Habitat's *New Urban Agenda* and the UNWTO's *Urban Tourism Guidelines* can provide Jakarta with globally recognized benchmarks for sustainable and inclusive mobility governance.(Turoń, 2025)

2.5 Digital Innovation and Smart Mobility Solutions

The rise of digital platforms offers opportunities to enhance both visitor circulation and transport efficiency. Jakarta Smart City initiatives, including integrated apps that combine route planning, ticketing, and tourism information, could be further expanded into a comprehensive *Smart Tourism Mobility Platform*. Such platforms can provide real-time navigation for tourists, integrate public transport data, and promote lesser-known destinations to distribute visitor flows more evenly across the city.

At the same time, the collection of mobility data must be governed ethically, ensuring data privacy and equitable representation of users. Public–private partnerships with technology firms and startups could support innovation in this space, fostering adaptive solutions such as AI-based traffic prediction, e-mobility sharing, and personalized tourist routing.(Cui & Zhang, 2024)

2.6 Policy Relevance for Future Urban Tourism Development

The implications discussed above underscore a broader paradigm shift from traditional tourism planning centered on attraction-based development to a mobility-centered approach emphasizing accessibility, inclusivity, and sustainability. For Jakarta, the transition toward *integrated urban tourism mobility* is essential not only to manage visitor flows but also to improve the quality of urban life.

At the national level, these insights align with Indonesia's *Rencana Pembangunan Jangka Menengah Nasional (RPJMN)* 2020–2024 and Kemenparekraf's strategic direction on *Sustainable Urban Tourism*. Aligning local policies with national and global agendas will strengthen Jakarta's positioning as a model for sustainable and inclusive urban tourism in Southeast Asia.

Ultimately, achieving equitable urban mobility for tourism requires continuous collaboration, adaptive policy frameworks, and a shared vision that prioritizes both the visitor experience and the rights of urban residents (Sheller, 2021).

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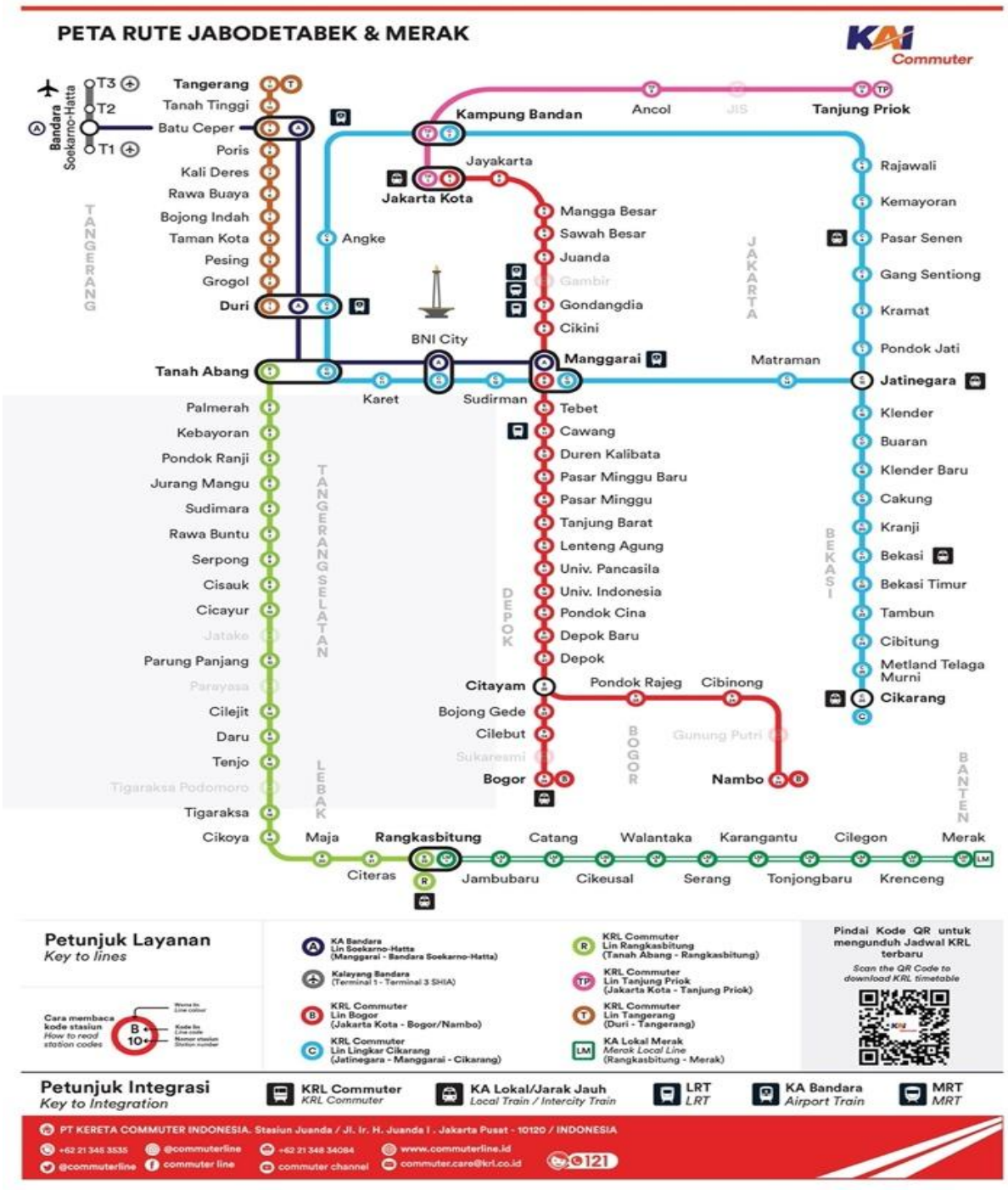

Figure 1. Jakarta Commuter Line Route Map

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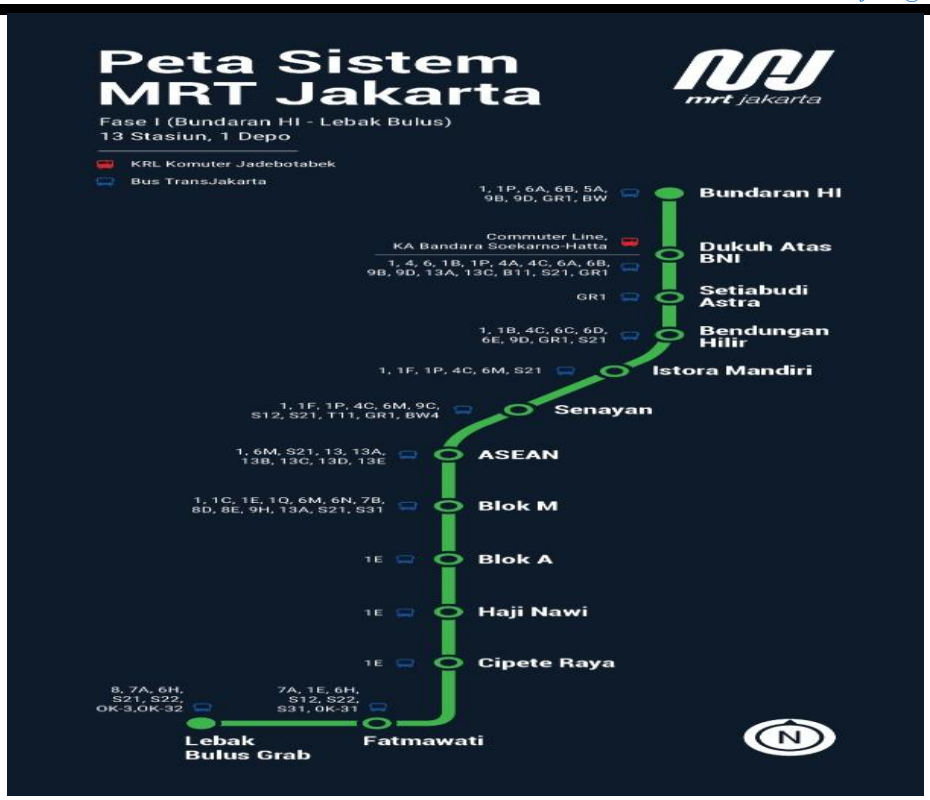

Figure 1. Jakarta MRT Route Map

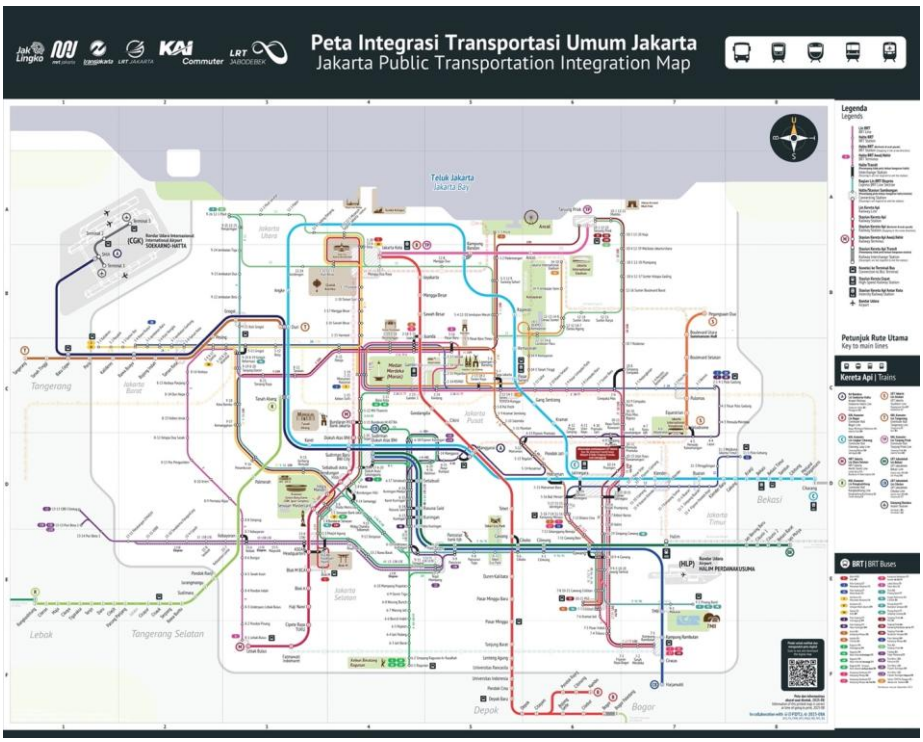

Figure 3. Jakarta Public Transportation Integration Map

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Conclusion

Jakarta's urban tourism landscape is shaped by the interaction of transportation networks, walkability, and socio-political dimensions of mobility justice. Despite significant advancements in public transport systems like the MRT, LRT, and *TransJakarta* BRT, the benefits of these improvements remain unevenly distributed. While major tourism corridors are well-connected, marginalized neighborhoods continue to face mobility barriers. The findings highlight the need for more inclusive transport systems that address both physical access and social equity. However, the study has limitations. It focuses on specific tourism corridors and does not fully explore the broader impacts of informal mobility systems in all urban contexts. Future research could examine the integration of informal mobility practices across different neighborhoods and assess the long-term effects of mobility justice in shaping urban tourism. Furthermore, a comparative study across other Global South cities could provide valuable insights into similar challenges and solutions.

Recommendation

Jakarta should institutionalize collaboration between the transportation and tourism sectors to align urban mobility development with tourism needs. Establishing an Urban Tourism Mobility Working Group can help coordinate the expansion of MRT, LRT, and BRT networks with priority tourism corridors. Data-driven planning, supported by smart mobility analytics, will allow planners to anticipate visitor flows, reduce congestion, and improve intermodal connectivity. Improving last-mile connectivity is essential to enhancing accessibility for both residents and tourists. Jakarta should invest in developing "tourism mobility corridors" that link transport hubs to cultural destinations with safe, shaded walkways and clear signage. Expanding JakLingko feeder services and micro-mobility options will ensure seamless travel between transit stations and local attractions. A focus on mobility justice is crucial to ensure equitable access to urban tourism benefits. Policies should prioritize inclusive mobility by applying universal design standards across both formal and informal neighborhoods. Investment should be equally distributed across tourism and non-tourism districts to avoid reinforcing spatial inequalities. Finally, integrating informal mobility practices into planning frameworks will improve connectivity and benefit local communities.

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