SHPiK

SHOQATA PROFESIONALE
E INFORMATICIENTËVE TË KOSOVËS

KOSOVO INFORMATICS SOCIETY

Barometer of the accessibility of public institutions' websites

03.05.2023

Content

1 Summary

This report presents the findings of the study of the accessibility of the web pages of public institutions, this study was conducted by the Kosovo Informatics Society (SHPIK). The purpose of this study is to assess the level of fulfillment of international standards for web pages, with a special focus on ensuring equal access for persons with disabilities.

This report provides details regarding the level of fulfillment of these standards by key local public institutions as well as offers recommendations for improving the web pages, so that they are compatible with the standards for ensuring the accessibility of web pages in public institutions.

The basis of the study were 66 websites of public institutions (ministry, municipality, public services, etc.).

The study is focused on researching a number of relevant structures, divided into four main categories:

- Visual
- Motor
- Visual and motor
- Cognitive

These categories are further divided into 15 sub-categories, 8 for visual, 5 for visual and motor, 1 for motor and 1 for cognitive.

From a total of 66 web pages of public institutions, which have been tested, the study has revealed that the vast majority of them do NOT meet international accessibility criteria.

Taking into account the fact that for most people with disabilities, access to online information and online services is vital and perhaps the only way of information but also beyond information due to the lack of paths for the blind, etc., then, we can conclude that persons with disabilities in Kosovo are deprived of the guaranteed right to equal access to information and public services.

The report provides recommendations for improving accessibility and promoting the full inclusion of individuals with disabilities in society.

2 The study's reasoning

Website accessibility is essential to ensure that all individuals, including those with disabilities, have access to information and services provided by public institutions.
Kosovo ratified the UN Convention on the Rights of Persons with Disabilities in 2012, which requires states to promote the full inclusion of individuals with disabilities in society. As such, it is essential that public institutions provide accessible websites to meet the needs of all users.

3   Public institutions studied

Out of the 66 websites that were studied, only 7 achieved the desired results in terms of accessibility. The websites that achieved the desired results are: Ministry of Internal Affairs, Regional Water Company, Albanological Institute of Pristina, Tax Administration, SHPIK, E-Kosova, and Ministry of Regional Development.

The rest of the platforms failed to meet the accessibility standards. According to the level of fulfillment of the accessibility criteria, we have divided the researched web pages into three categories:
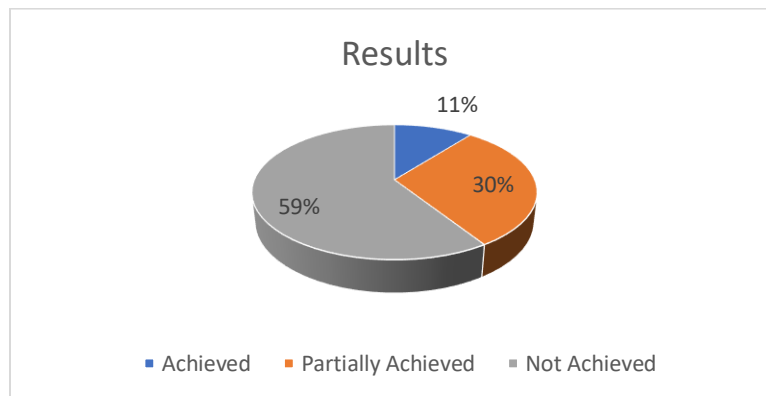
- Green– meet the criteria (7 web pages)
- Yellow– do not meet the criteria, or partially meet them (20 web pages)
- Red – they do not meet the vast majority of accessibility criteria, respectively they are inaccessible for people with disabilities (39 web pages)

Name of the web-site / institution	Results
Ministry of Internal Affairs	85%
Tax Administration of Kosovo	75%
Regional Water Company	75%
Albanological Institute of Pristina	75%
SHPIK	73%
E-Kosova	71%
Ministry of Regional Development	70%
The institution of the people's advocate	59%
Ministry of Foreign Affairs and Diaspora	59%
Pedagogical Institute of Kosovo	59%
Ministry of Economy	58%
TRUST	56%
Prishtina Parking	56%
The Students Center	56%
Kosovo Police	55%
Raiffeisen Bank	55%
Kosovo Agency of Statistics	55%
Prishtina International Airport Adem Jashari	54%
Ministry of Health	53%
Kosovo Judicial Council	53%
Prime Minister Office	52%
Emergency Management Agency	52%
Ministry of Defense	52%
ProCreditBank	51%
Ministry of Industry, Entrepreneurship and Trade	51%
Water Services Regulatory Authority	50%
Posta	50%

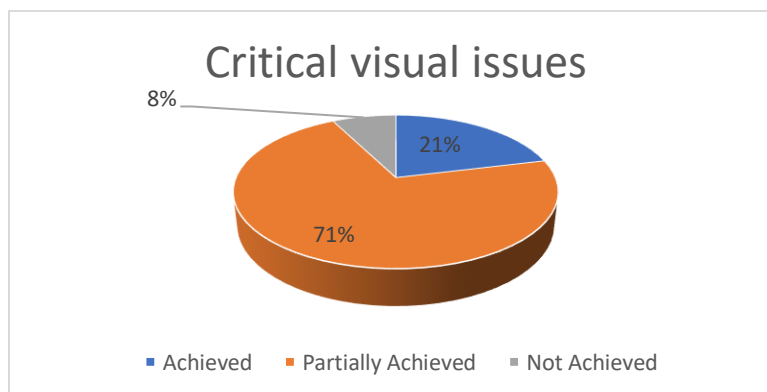|	
Ministry of Communities and Return	49%
Paysera	48%
Public Administration	48%
KESCO	47%
National Audit Office	47%
Kosovo Bankinng Association	46%
Banka Qendrore e Kosovës	46%
Kosovo Intelligence Agency	46%
Vala	45%
Municipality Peja	45%
Municipality Mitrovica	45%
Municipality Ferizaj	45%
Kosovo Railways	45%
Municipality Gjakova	44%
Municipality Gjilan	44%
Municipality Prizren	44%
BPB	43%
Banka Kombëtare Tregtare	42%
Ministry of Education, Science, Technology and Innovation	42%
Kosovo Customs	41%
University Hospital and Clinic Service of Kosovo	40%
Prishtina Online	39%
University of Prishtina-Law Faculty	33%
University of Prishtina- Faculty of Electrical and Computer Engineering	33%
Ministry of Finance	33%
University of Prishtina – Faculty of Education	32%
RTKLive	32%
Banka Ekonomike	32%
Ministry of Agriculture, Forestry and Rural Dvelopment	32%
University of Prishtina- Hasan Prishtina	30%
The National Library of Kosova	30%
Bus Station Prishtinë	29%
University of Prishitna- Faculty of Medicine	29%
Ministry of Justice	25%
Official gazette of the republic of Kosova	23%
Municipality Prishtina	22%
Ministry of Culture, Youth and Sport	15%
Constitutional Court	14%
Ministry of Environment and Spatial Planning	13%

4   Critical Issues

After studying 66 different web pages, it was found that only 7 of them have achieved full fulfillment of the accessibility criteria. This means that only 11% of the studied platforms are fully accessible, while 20 of them, which means 30%, are partially accessible, while the remaining 59% of the web pages of public institutions, part of the study, are inaccessible to persons with disabilities, respectively have serious accessibility problems.

4.1   Critical visual issues

The study found that critical visual issues were met by 14 platforms, 47 platforms were partially met, and 5 platforms were not met at all. This shows that a significant number of platforms have failed to meet accessibility requirements in this category, which constitutes an obstacle for visually impaired people to access public services.
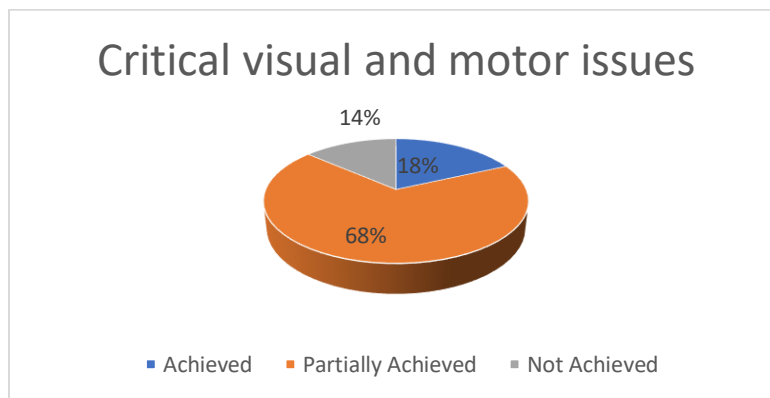
Critical visual issues refer to issues that affect a user's ability to perceive and interact with digital content visually.

4.2   Critical visual and motor issues

Out of the 66 researched web pages, only 12 of them have met the visual-motor criteria, while 45 have partially met them, while 9 web pages have not met them at all.
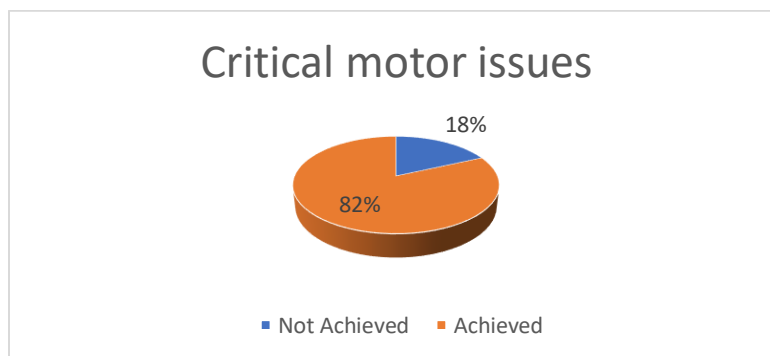
This issue refers to the challenges faced by users with visual and motor impairments in accessing digital content.

Critical visual and motor issues

14%

18%

68%

- Achieved   - Partially Achieved   - Not Achieved

4.3   Critical motor issues

In the category of critical motoring issues, 54 websites complied with accessibility requirements, while only 12 platforms did not meet the requirements.
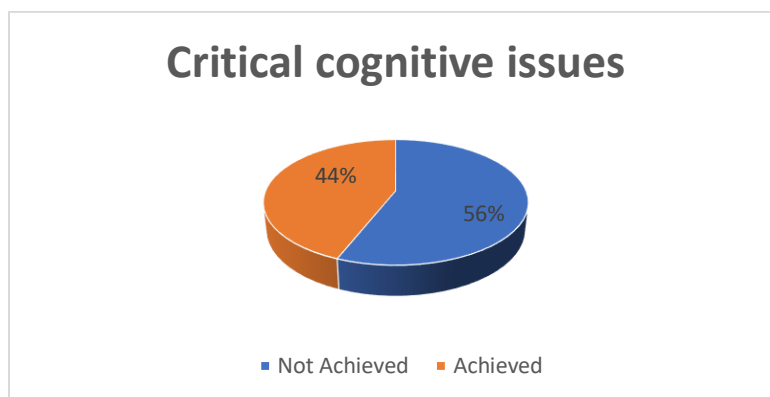
Critical motor issues refer to issues that affect a user's ability to navigate and physically interact with digital content.

Critical motor issues

18%

82%

- Not Achieved   - Achieved

4.4   Critical cognitive issues

In the category of critical cognitive issues, 29 websites were compliant with accessibility requirements, while 37 platforms did not meet the requirements.

Critical cognitive issues refer to issues that affect a user's ability to process and understand digital content.
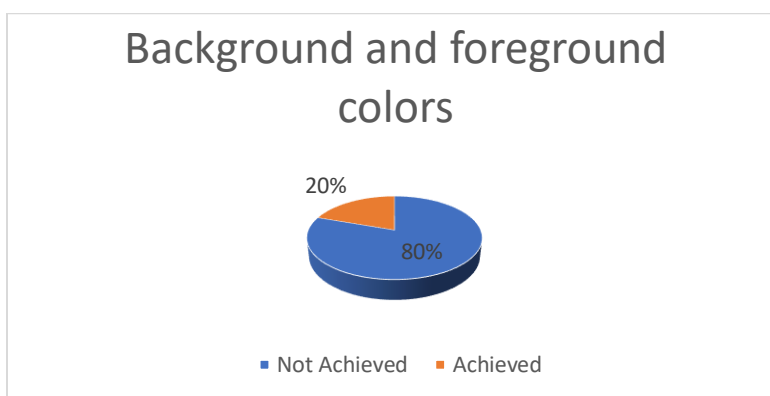
Critical cognitive issues

44%   56%

- Not Achieved   - Achieved

5   Bugs identification

5.1   Critical Visual Issues

5.1.1   Background and foreground colors do not have a sufficient contrast ratio

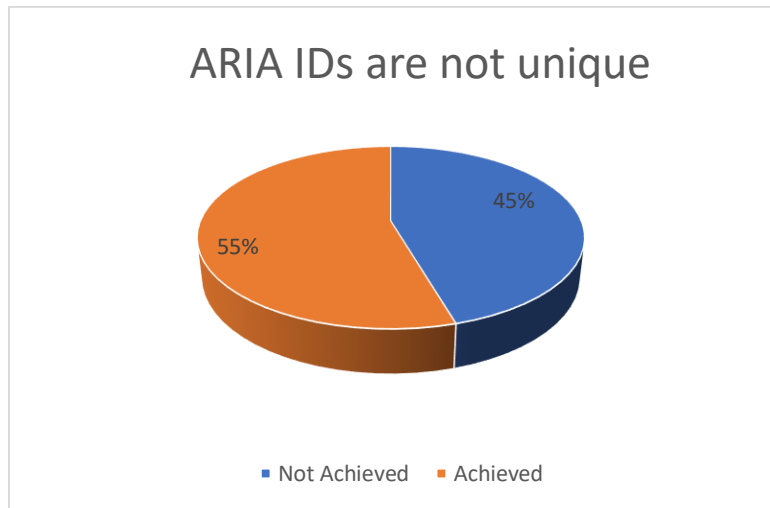Low-contrast text is difficult or impossible to read for many users.

So, out of 66 platforms, 80% (ie, 53 websites) had encountered this problem. In contrast, only 13 platforms were found to have successfully resolved the issue.

Background and foreground colors

20%

80%

- Not Achieved   - Achieved

5.1.2   ARIA IDs are not unique

When ARIA IDs are not unique, it can result in confusion and errors for users with disabilities who rely on assistive technology to access web content.
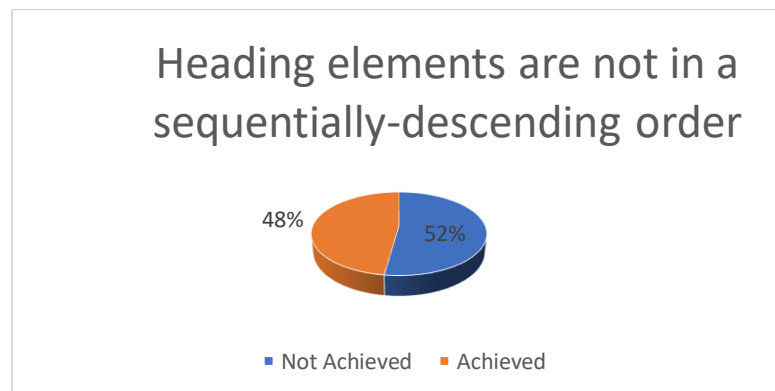
Out of a total of 66 web pages that were evaluated, 30 of them were found to have the issue of non-unique ARIA IDs in web page elements.

ARIA IDs are not unique

5.1.3 Heading elements are not in a sequentially-descending order

The "Heading Elements are not in a sequentially-descending order " issue refers to a problem in web accessibility where the heading tags (H1, H2, H3, etc.) used on a web page are not arranged in a logical and sequential hierarchy.
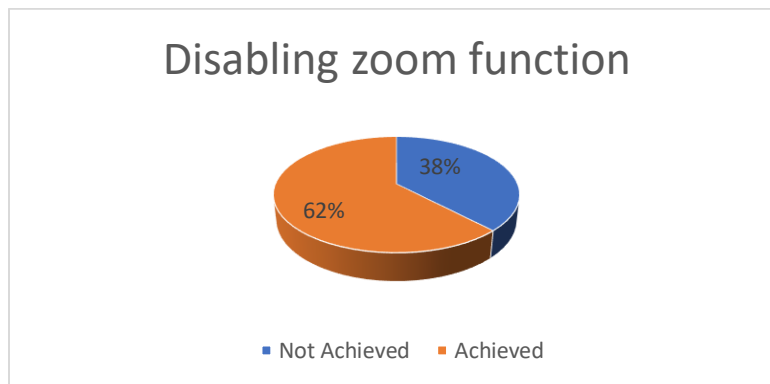
Out of the 66 platforms that were evaluated, it was found that 35 of them have this problem.

Heading elements are not in a sequentially-descending order

5.1.4 Disabling zoom function

The "Disabling zoom function" issue refers to a problem with web access where the website is designed in a way that prevents users from zooming in or out using their browser's zoom feature.
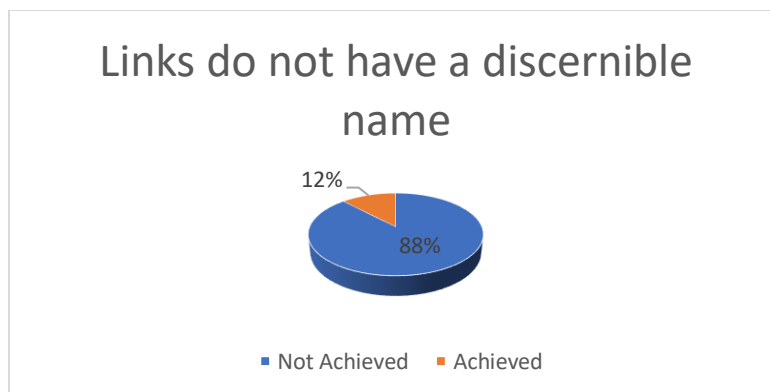
Out of 66 websites that were evaluated, it was found that 25 of them have disabled the zoom function on their websites.

Disabling zoom function

38%
62%

■ Not Achieved ■ Achieved

5.1.5   Links do not have a discernible name

The "Links do not have a discernible name" issue refers to a problem where the text or image of the hyperlink is not descriptive enough to inform users of the destination or purpose of the linked content.
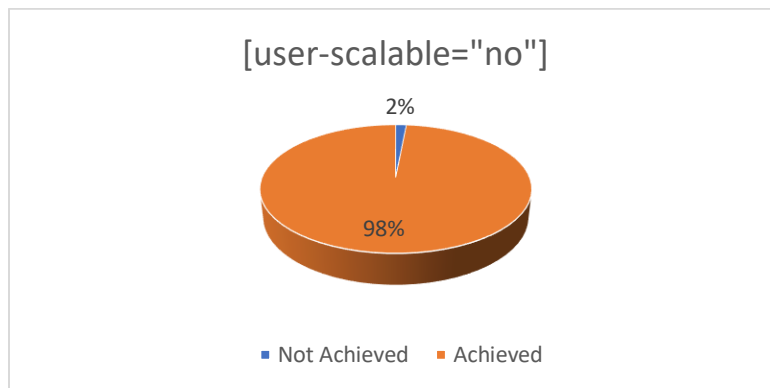
Of the 66 web pages studied, 58 of them have the problem of links that do not have a discernible name, while only 8 of the web pages have overcome this problem. This means that approximately 12% of the websites evaluated have successfully addressed this accessibility issue.

Links do not have a discernible name

12%
88%

■ Not Achieved ■ Achieved

5.1.6   [user-scalable="no"] is used in the <meta name="viewport">element or the [maximum-scale] attribute is less than 5.

The issue of using "[user-scalable="no"]" in the <meta name="viewport"> element or setting the [maximum-scale] attribute to less than 5 refers to the problem where web developers prevent users from zooming of web content, either by disabling the zoom feature entirely or by limiting the maximum amount of zoom available.
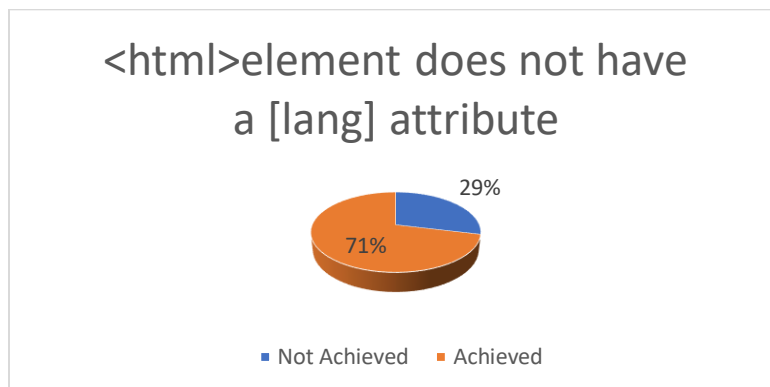
Out of the 66 evaluated web pages, it was found that only 1 platform has this problem, which represents less than 2% of the evaluated platforms.

[user-scalable="no"]

2%

98%

■ Not Achieved   ■ Achieved

5.1.7 <html>element does not have a [lang] attribute

The issue of the <html> element does not have a [lang] attribute means that the language of the web page is not specified in the HTML code.

Out of the 66 evaluated web pages, 19 platforms were identified as having the problem that the <html> element does not have a [lang] attribute, representing 29% of the evaluated platforms.

<html>element does not have a [lang] attribute
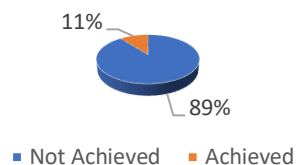
29%

71%

■ Not Achieved   ■ Achieved

5.1.8 Form elements do not have associated labels

The issue of form elements not having associated labels refers to form controls, such as input fields and checkboxes, not being properly tagged in a way that is programmatically associated with their corresponding form element.

59 platforms have the problem of form elements not having associated labels, which represents approximately 89% of the evaluated platforms, while only 11% of them passed this issue.
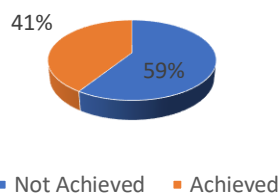
Form elements do not have associated labels

11%

89%

■ Not Achieved ■ Achieved

5.2 Visual and motor issues

5.2.1 Image elements do not have [alt] attributes

The issue of image elements not having [alt] attributes refers to images on a web page that are not properly described using alt text.

Of the 66 platforms evaluated, 39 platforms were identified as having the problem of image elements not having [alt] attributes, which represents approximately 59% of the platforms evaluated.
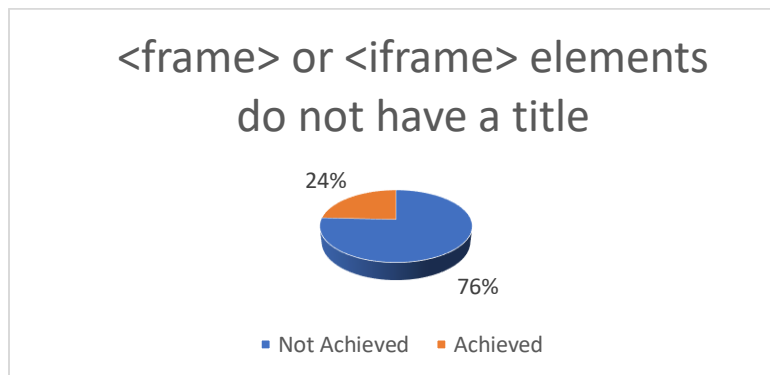
Image elements do not have [alt] attributes

41%

59%

■ Not Achieved ■ Achieved

5.2.2 <frame> or <iframe> elements do not have a title

The issue of <frame> or <iframe> elements not having a title refers to the problem where frames on a web page are not properly tagged with a title attribute.
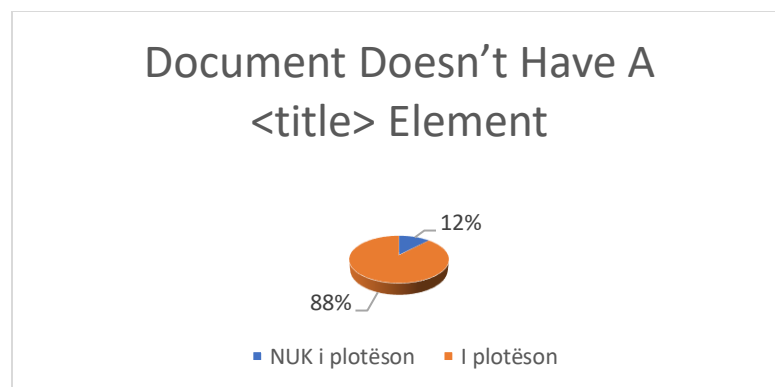
Out of the 66 evaluated platforms, 50 platforms have been identified as having the problem of image elements having no [alt] attributes, which represents approximately 76% of the evaluated platforms.

<frame> or <iframe> elements do not have a title

24%

76%

■ Not Achieved ■ Achieved

5.2.3 Document Doesn't Have A <title> Element

The issue of a document not having a <title> element refers to a problem where web pages are missing the required title element in the HTML code. The title element is an important part of the web page that appears in the title bar of the browser and provides a brief summary of the content on the page.
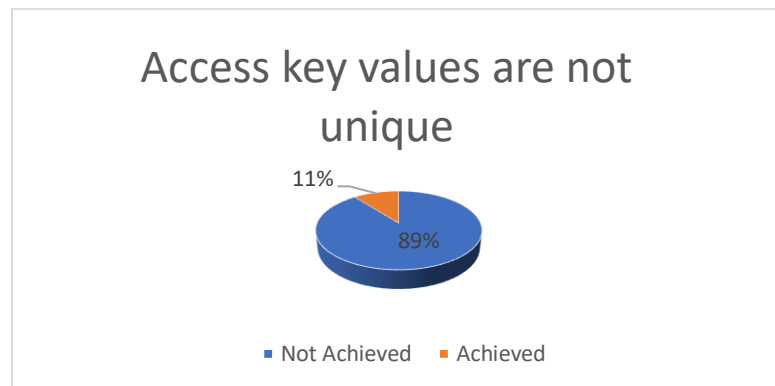
Only 8 platforms have been identified as having the issue of a document not having a <title> element, representing 12% of the evaluated platforms.

Document Doesn't Have A <title> Element

12%

88%

■ NUK i plotëson ■ I plotëson

5.2.4 Access key values are not unique

The issue that access key values are not unique is where elements on a page are assigned the same access key value. Access keys are keyboard shortcuts that allow users to quickly navigate to specific elements on a web page.

In 59 platforms studied, the problem of access was encountered and their values are not unique.

Access key values are not unique
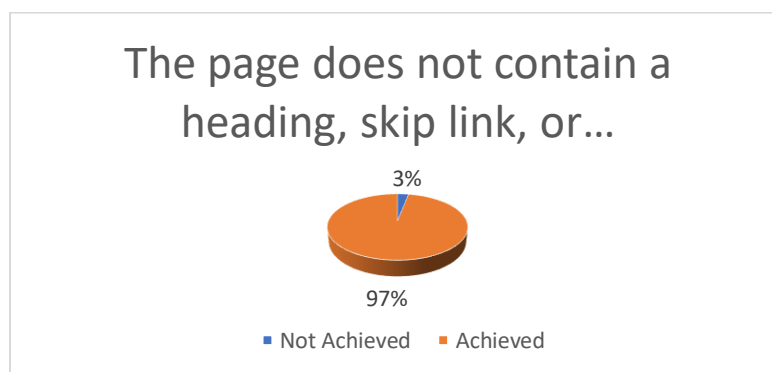
11%

89%

■ Not Achieved ■ Achieved

5.2.5 The page does not contain a heading, skip link, or landmark region.

The issue of a web page that does not contain a header, skip link, or landmark is a web accessibility problem that can make it difficult for users, especially those with visual impairments or motor disabilities, to navigate and understand the content. page.

Headings, hyperlinks and reference points are important to use to provide structure and organization to a website. Headings provide a hierarchy of content, allowing users to understand the main sections and sub-sections of a page. Link skipping enables users to skip repetitive or floating content and jump directly to the main content of a page. Landmark regions provide a way to identify key regions of a page, such as the main content, navigation, or footer.

Of the 66 platforms evaluated, only 2 of them have been identified as having the problem of a website not containing a title, a link bypass, or a landmark region.
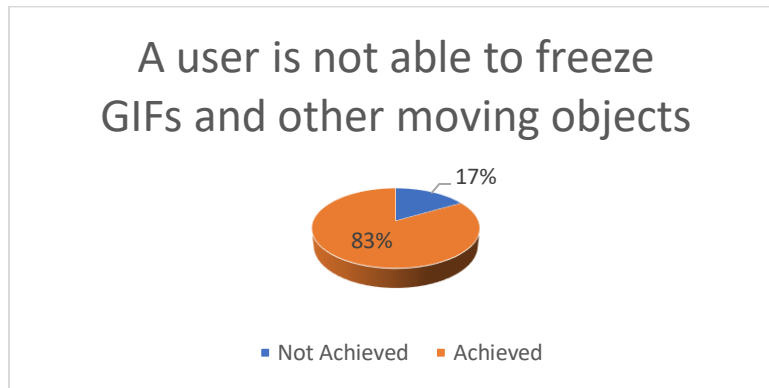

The page does not contain a heading, skip link, or…

3%

97%

■ Not Achieved ■ Achieved

5.3 Motor issues

5.3.1 A user is not able to freeze GIFs and other moving objects

The issue of a user not being able to freeze GIFs and other moving objects on a web page refers to the lack of functionality for users to stop or pause animated content, which can be distracting or overwhelming for some users, especially those with certain types of neurological or cognitive conditions.

Of the 66 evaluated platforms, it was found that 17% or 11 of them have this problem. This is a relatively significant number, as it could potentially affect a significant number of users.
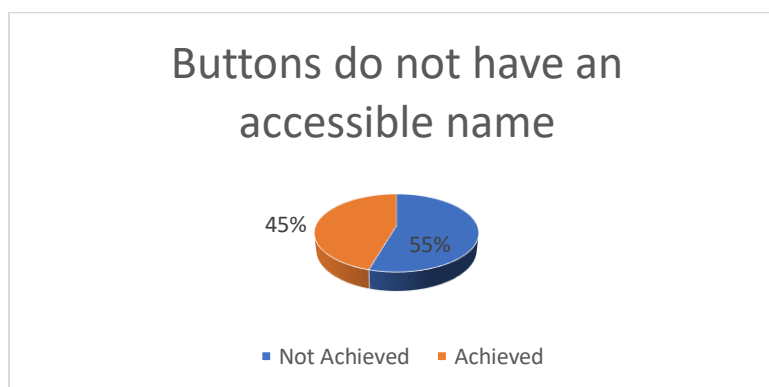
A user is not able to freeze
GIFs and other moving objects

17%

83%

■ Not Achieved ■ Achieved

5.4 Cognitive issues

5.4.1 Buttons do not have an accessible name

The issue of buttons not having an accessible name refers to a situation where a button on a web page does not have a clear and descriptive label or text, making it difficult for users with disabilities to understand the purpose or function of the button.

Of the 66 platforms evaluated, 36 of them have been identified as having buttons without accessible names, representing a significant portion of the platforms.

Buttons do not have an
accessible name

45%

55%

■ Not Achieved ■ Achieved

6   Conclusion

In conclusion, the results of the study highlight an urgent need to increase compliance with accessibility criteria for most websites of public institutions in Kosovo. Most of the websites evaluated did not meet accessibility requirements, indicating that more work needs to be done to ensure that all citizens have equal access to information and services online.

The study findings also suggest that there is a lack of accessibility support for users with disabilities in the Albanian language, which may further exacerbate accessibility challenges. Approval obtained in 2007 for syntax for persons with disabilities in the Albanian language has not yet been completed, highlighting the need for accelerated action for accessibility compliance.

In order to promote the full inclusion of individuals with disabilities in society, public institutions should give priority to web accessibility. By implementing the recommended accessibility measures, public institutions can improve access to websites and ensure that all citizens have equal access to digital information and services. So, it is imperative to address accessibility compatibility to create a more inclusive and accessible digital environment for all individuals.