Accessibility barometer for websites of public institutions

14.05.2024

Content

1   Summary

This report articulates the findings from a comprehensive assessment conducted by the Professional Association of Informatics of Kosovo (SHPIK) on the accessibility of websites operated by public institutions. Findings from the evaluation show that a significant majority of the websites examined do not meet established international accessibility criteria. Given the critical nature of digital access for people with disabilities – who often rely on online platforms as their primary, if not sole, source of information and service – the results highlight a fundamental shortcoming in providing equal access to information and public services for this demographic in Kosovo.

The report offers targeted recommendations to improve access to the web, aiming to support the full integration of individuals with disabilities into society by ensuring they have equal access to public digital resources.

2   The study's reasoning

Website access is essential to guarantee that all individuals, including those with disabilities, have access to information and services provided by public institutions. In 2012, Kosovo ratified the United Nations Convention on the Rights of Persons with Disabilities, which obliges the state to promote the full inclusion of individuals with disabilities in society. Consequently, it is vital that public institutions ensure that their websites are accessible to meet the diverse needs of all users. This commitment to digital inclusion is not only a regulatory obligation, but also a fundamental aspect of providing public services equitably.

In addition to regulatory responsibilities, improving access to the website is closely related to the principles of transparency and accountability that public institutions must follow. By ensuring that websites are accessible to all, institutions not only fulfill their human rights obligations, but also increase citizen participation in democratic processes. This open and inclusive approach helps build a more informed and engaged society, empowering all individuals to actively participate and contribute to the country's development.

3   Public institutions studied

Within the study of 50 web pages of public institutions, only 3 of them managed to fulfill the desired accessibility standards.

As for the rest of the platforms, they failed to fully meet accessibility standards. Based on the level of fulfillment of the accessibility criteria, the studied websites are categorized into three groups:

Results

- Achieved
- Partially Achieved
- Not Achieved
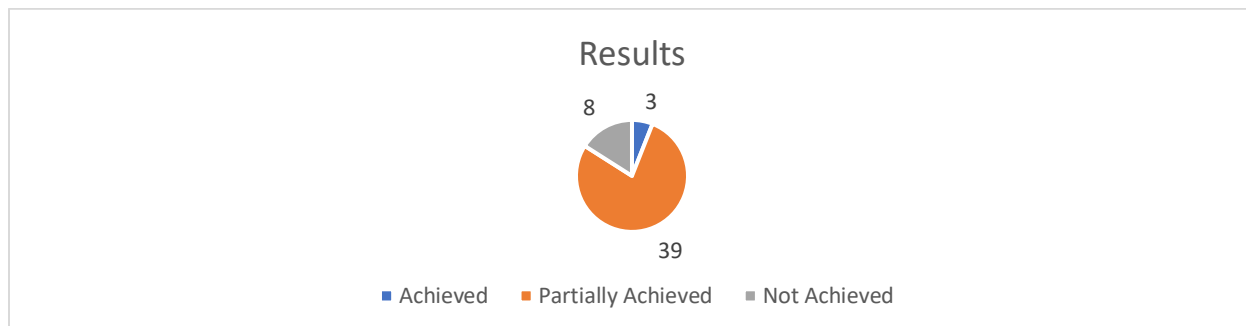
- Green – those that fully meet accessibility criteria (3 web pages).
- Yellow - those that do not meet all the criteria, respectively partially meet them (39 web pages
- Red – those that do not meet the vast majority of accessibility criteria, or are completely inaccessible to people with disabilities (8 web pages).

The name of the site	Result
Ministry of Internal Affairs	100%
Kosovo Customs	73%
Raiffeisen Bank	71%
Healthy ministry	69%
Regional Water Company	68%
Ministry of Regional Development	68%
Ministry of Economy	68%
Tax Administration of Kosovo	67%
The istitution of the peopl`s advocate	67%
Vala	67%
KESCO	65%
Ministry of Finance,Labor and Transfers	65%
Student Center	65%
Kosovo Statistics Agency	65%
Prime Minister`s Office	65%
KESCO	65%
Ministry of Foreign Affairs and Diaspora	64%
Pedagogicl Institute of Kosovo	63%
Trust	63%
National Audit Office	61%
Ministry of Defense	60%
ProCreditBank	60%
E-Kosova	59%
Prishtina Parking	59%

|	
Kosovo Polica	59%
The Judical Council of Kosovo	58%
Regulatory authority for water services	58%
Ministriy of Community and Return	58%
Assocation of Banks of Kosova	58%
Post	55%
I paid	55%
University Hospital and Clinic Service of Kosovo	55%
University of Prishtina-Faculty of Electrical and Computer Engineering	54%
Prishtina Online	53%
Pristina International Airport Adem Jashari	53%
Emergency Management Agency	53%
National Commercial Bank	53%
Prishtina Online	53%
University of Pristina-Faculty of Law	52%
Kosovo Intelligence Agency	51%
Kosovo Railway	50%
Ministry of Education ,Science,Technology and Innovation	50%
Public Housing enterprise	49%
BPB	49%
University of Pristina- Faculty of Education	48%
Ministry of industry, entrepreneurship and trade	47%
University of Pristina - Hasan Prishtina	46%
Central Bank of Kosova	44%
RTKLive	33%
National Library of Kosova	33%

4　Critical issues

Extensive evaluation of over 50 public institution websites to assess their compliance with accessibility standards. The findings showed that only 3 websites met all the access criteria in full. An additional 20 sites showed partial compliance, offering limited access features. Unfortunately, most of the sites, 27 in total, failed to meet the necessary accessibility standards, presenting significant barriers to users with disabilities. This study highlights the critical need for improvements in Internet access across public institutions to ensure equal access for all users

4.1　Critical visual issues

The study found that critical visual issues were met by 14 platforms, partially met by 30 platforms, and not met at all by 6 platforms. This shows that a significant number of platforms have failed to fully meet accessibility requirements in this category, which presents a challenge 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.

Critical visual issues

■ Achieved　■ Partially Achieved　■ Not Achieved
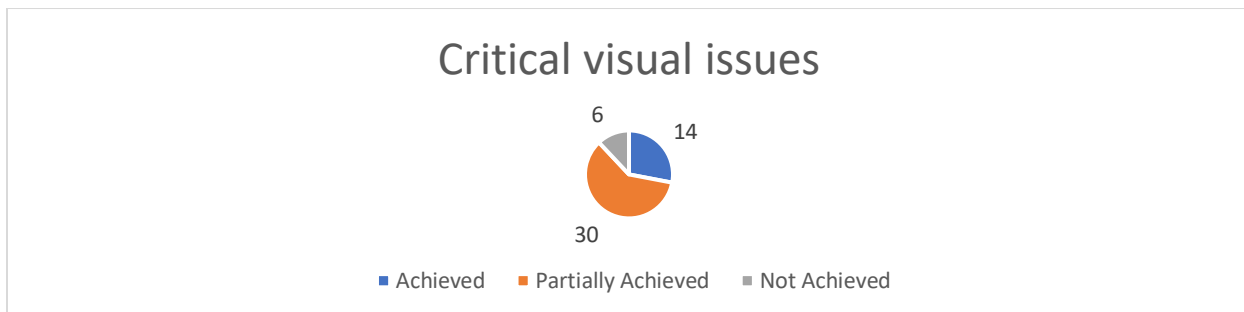
4.2　Critical visual and motor issues

Of the researched platforms, 19 of them have fully met the visual-motor criteria, 25 have met them partially, while 6 platforms have not met them at all. This issue refers to the challenges that users with visual and motor impairments face when accessing digital content."

This revision aligns the text with the data presented in your updated chart.

Critical visual and motor issues

6

25

19

- Achieved ■ Partially Achieved ■ Not Achieved
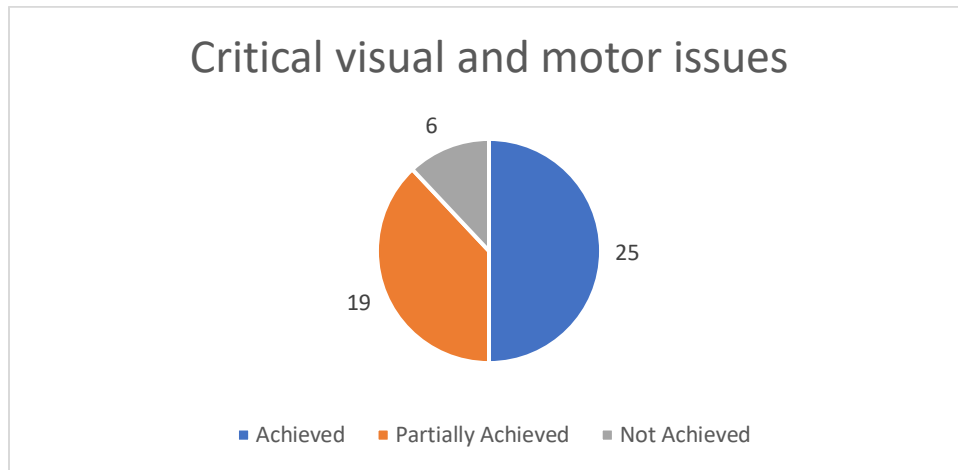
4.3   Motor issues

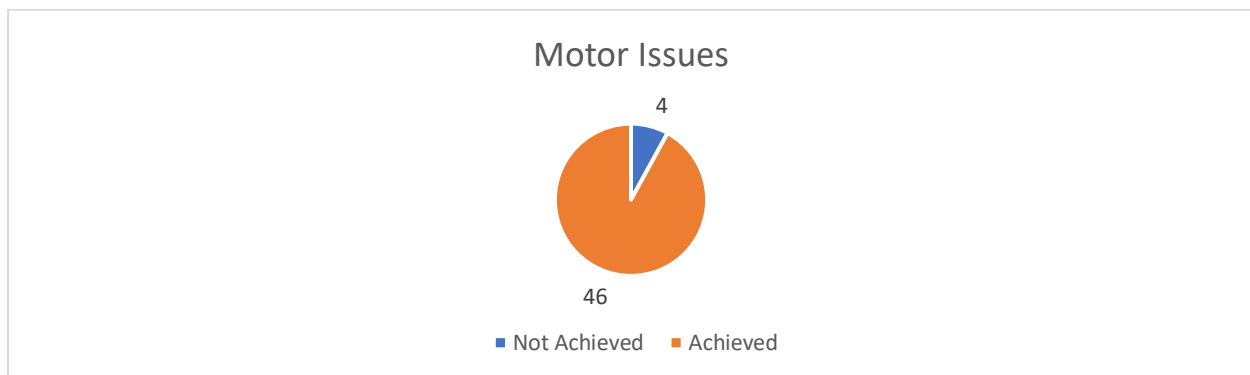In the category of critical engine issues, 4 websites fully met the accessibility requirements, while 46 platforms did not meet the requirements at all. Critical motor issues refer to challenges that affect a user's ability to navigate and physically interact with digital content.

Motor Issues

4

46

- Not Achieved ■ Achieved

5   Indentifying bugs

5.1   Visual issues

5.1.1   Elements with an ARIA [role] that requires children to contain a specific [role] are missing some or all of the required children.

Lack of required child roles may prevent assistive technologies from properly understanding and navigating content.

ARIA Role Requirements

Function: Function: Ensures that elements with ARIA roles that depend on specific child roles have the required children

Issue: Elements are missing some or all of the required elements for children, affecting the ability of assistive technologies to correctly interpret content.

Elements with an ARIA [role] that requires children to contain a specific [role] are missing some or all of the required children

■ Not Achieved ■ Achieved
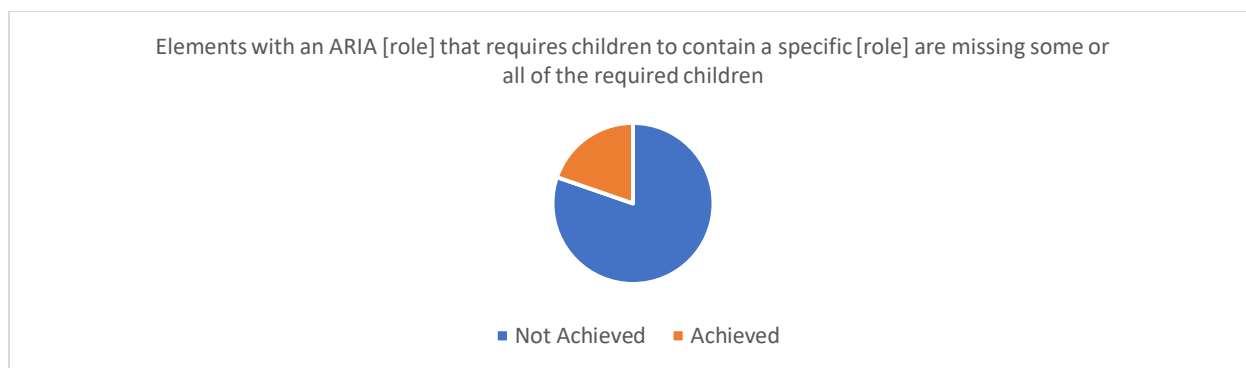
5.1.2 Background and foreground colors do not have enough contrast ratio

Insufficient contrast between background and foreground colors can make text difficult to read for visually impaired users.
Color contrast problem

Function: Ensures sufficient contrast between background and foreground colors for readability.

Issue: Insufficient contrast can make text difficult to read, especially for visually impaired users.

Background and foreground colors do not have enough contrast ratio

■ Not Achieved ■ Achieved
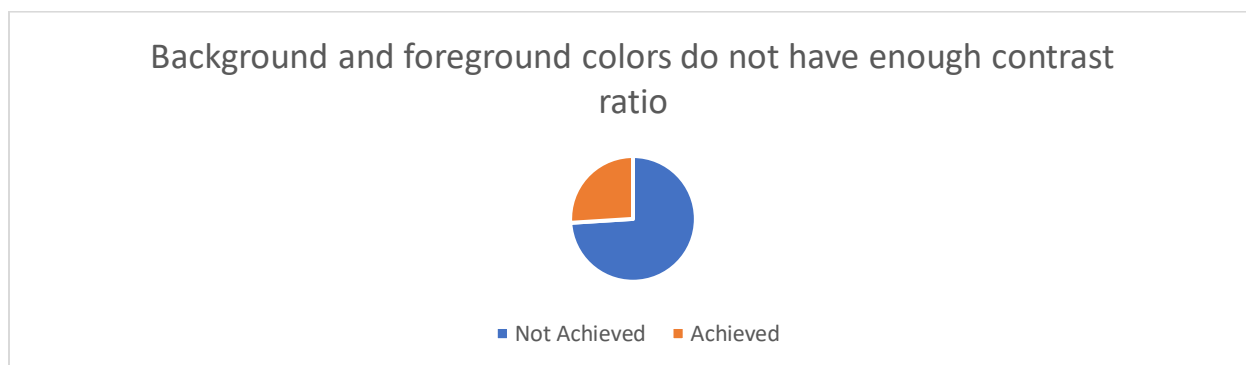
5.1.3 The ARIA button, link and menu item must have an accessible name

Elements without accessible names cannot be identified or notified by screen readers, making them unusable for visually impaired users.

Name request and accessibility

Function: Ensures that interactive elements such as buttons, links, and menu items have names accessible to screen readers.

Problem: Missing names can make these elements invisible to users who rely on assistive technology.

The ARIA button, link and menu item must have an accessible name

■ Not Achieved ■ Achieved

5.1.4   ARIA IDs are not unique

Duplicate ARIA IDs can confuse assistive technologies, leading to errors in navigation and rendering of content.

Function: Ensures that ARIA IDs are unique within the document.

Issue: Duplicate IDs can confuse assistive technologies, leading to incorrect navigation and interpretation.

ARIA IDs are not unique

■ Not Achieved ■ Achieved
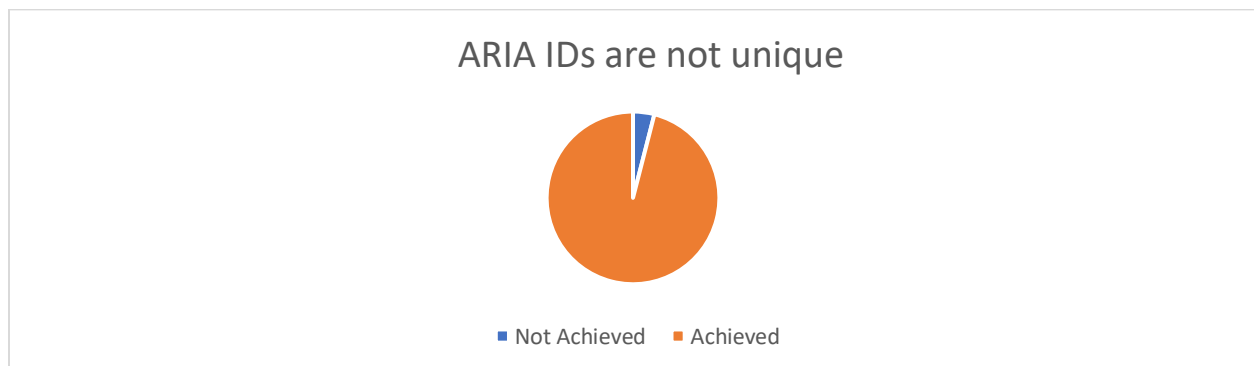
5.1.5   [id] attributes on active, focusable elements are not unique

Duplicate IDs in focusable elements can break screen reader functionality and keyboard navigation.

Non-unique ID attributes

Function: Ensures that id attributes on active and focusable elements are unique.

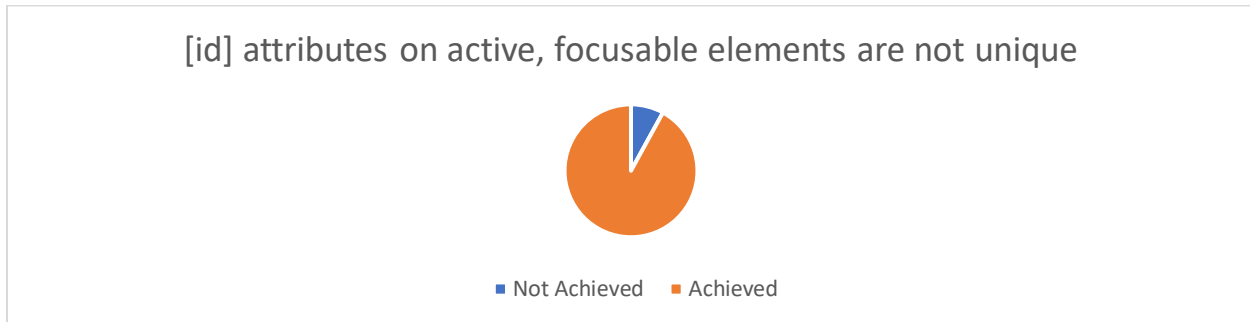**Problem**:Duplicate IDs can cause conflicts and unpredictable behavior in scripts and styles, as well as prevent access.

[id] attributes on active, focusable elements are not unique

■ Not Achieved ■ Achieved

5.1.6   Heading elements are not in descending order

Incorrect heading order can make it difficult for screen reader users to understand the structure of the document and navigate effectively.

Title order

Function: Ensures that the titles are in a sequential descending order.

Issue: Incorrect heading order can confuse users and assistive technologies, disrupting document structure

Heading elements are not in descending order

■ Not Achieved ■ Achieved
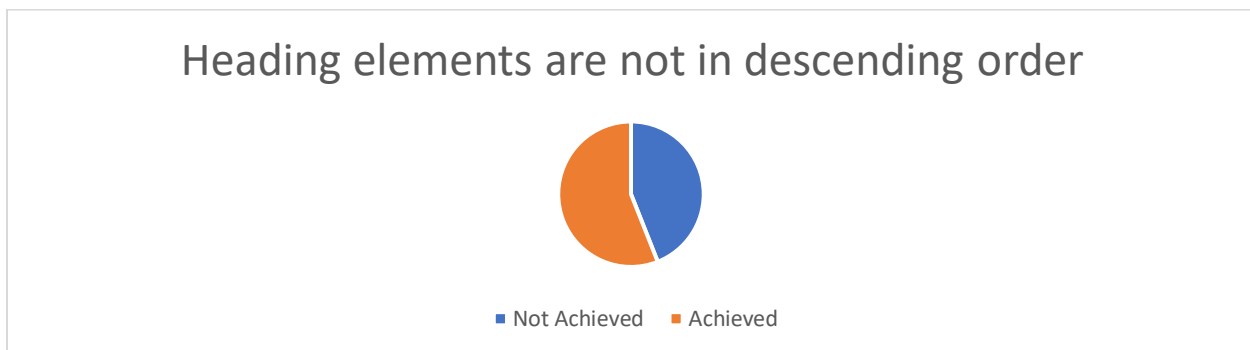
5.1.7   Lists don't contain <li> tags and script supporting elements (<script> and <template>)

Lists missing <li> elements can be misinterpreted by screen readers, confusing the structure of the document's content.

Missing list items

Function: Ensures that lists contain <li> elements and support the correct list structure.

Issue: Missing list items or inappropriate elements can disrupt the logical grouping and presentation of list content.

Lists don't contain \ tags and script supporting elements (\<script> and \<template>)

■ Not Achieved   ■ Achieved

5.1.8   List items (\<li>) are not contained within \ or \ parent tags

List items not enclosed in \ or \ tags can cause screen readers to misinterpret the structure of the list.

List items outside of parent tags

Function: Ensures that list items (\<li>) are contained correctly within parent tags (\ or \<ol>).

Issue: List items placed incorrectly can break the structure and readability of lists.

List items (\<li>) are not contained within \ or \ parent tags

■ Not Achieved   ■ Achieved

5.1.9   [aria-hidden=""true""] elements contain focusable descendants

Focusable elements inside containers aria-hidden="true" can confuse users navigating via keyboard and screen readers.

Focusable elements in hidden ARIA elements

Function: Ensures that elements marked as hidden with aria-hidden="true" do not contain focusable descendants.

Issue: Focusable elements inside hidden containers can confuse keyboard and screen reader navigation.

[aria-hidden="true"] elements contain focusable descendents

■ Not Achieved ■ Achieved
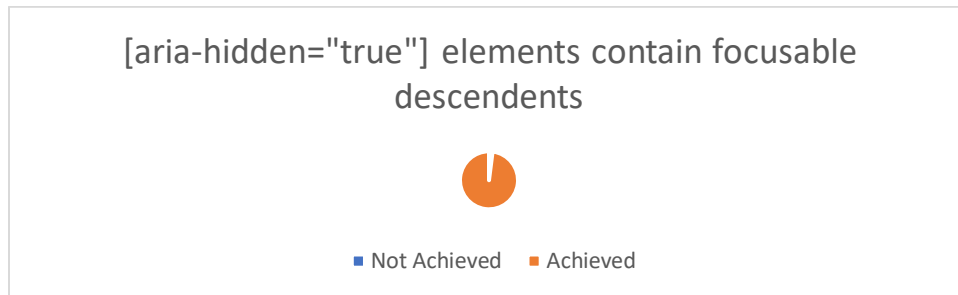
5.1.10 [user-scalable=""no""] is used on the <meta name=""viewport""> element or the [maximum-scale] attribute is less than 5.

Preventing zoom can make it difficult for visually impaired users to read and interact with content.

Viewport meta tag problem

Function: Ensures that the viewport meta tag is used correctly for responsive design.

Issue: Using [user-scalable='no'] or setting [maximum-scale] to less than 5 may limit users' ability to zoom in, affecting zoom.

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

■ Not Achieved ■ Achieved
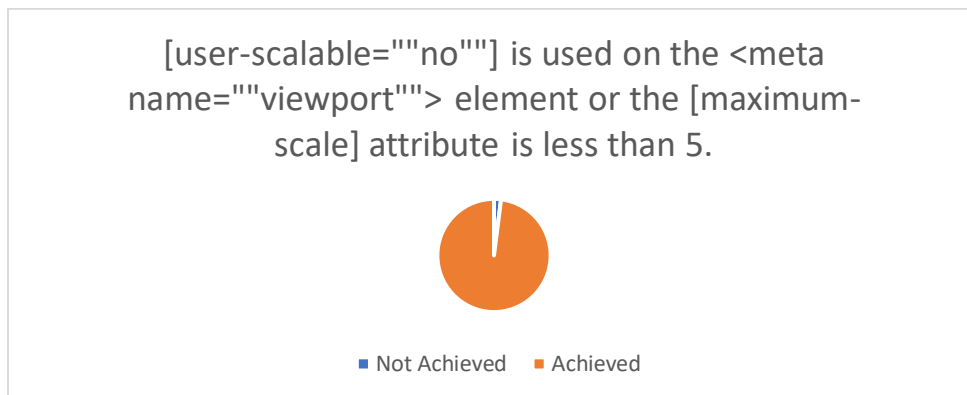
5.1.11 <html>element does not have a [lang] attribute

The absence of a [lang] attribute can prevent screen readers from using the correct pronunciation and language rules.

The HTML language attribute is missing

Function:Ensures that the <html> element has a [lang] attribute to specify the language of the document.

Problem: Lack of language information can prevent proper pronunciation and interpretation by screen readers.

<html>element does not have a [lang] attribute
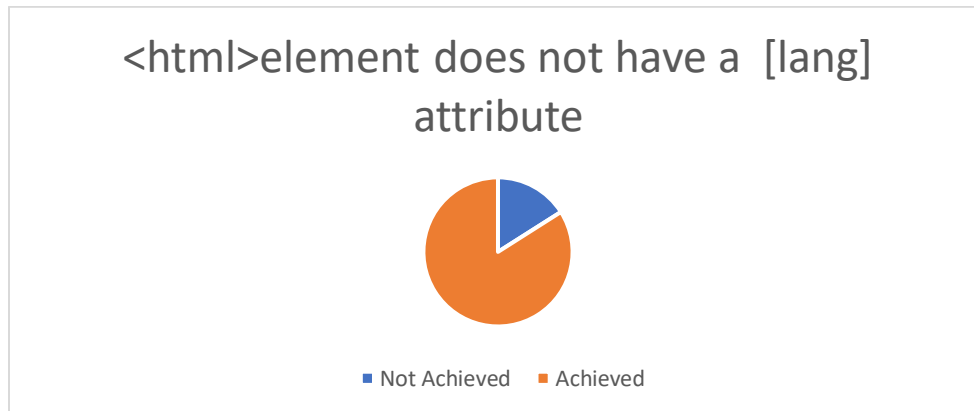
■ Not Achieved ■ Achieved

5.1.12 Form elements have no associated tags

The absence of a [lang] attribute can prevent screen readers from using the correct pronunciation and language rules.

Form labels

Function: Ensures that form elements have associated tags for identification by screen readers.

Issue: Missing labels can make it difficult for users to understand the purpose of form elements.

## Form elements have no associated tags

■ Not Achieved ■ Achieved
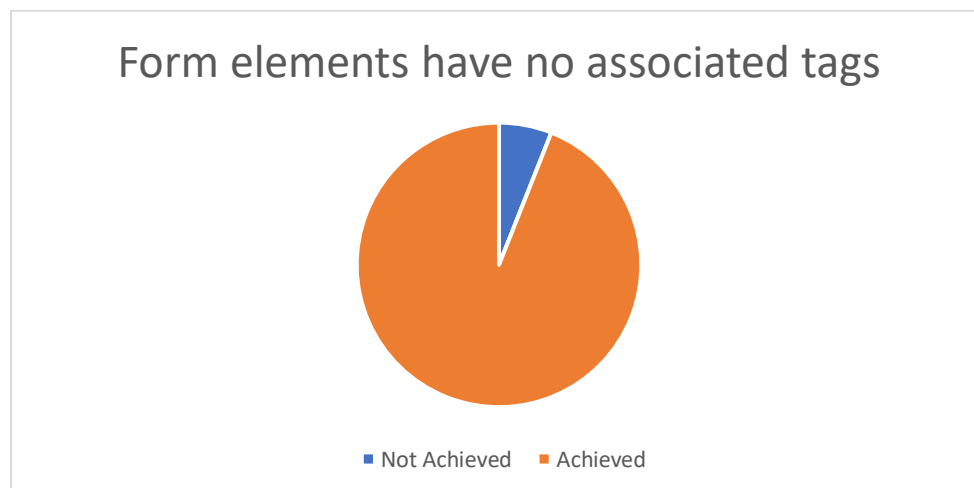
5.1.13 Disabling zoom function

Disabling zoom limits users' ability to adjust the size and layout of text for better readability, affecting those with visual impairments.

Disabling the zoom function

Function: Ensures that users can zoom in and out of the web page.

Issue: Disabling zoom limits users, especially those with visual impairments, from adjusting the view to their needs.

**Disabling the zoom function**

■ Not Achieved ■ Achieved
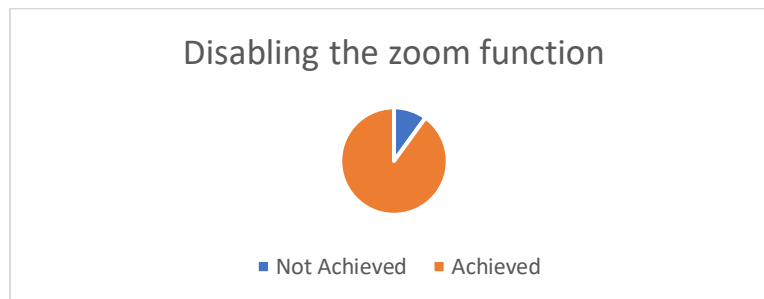
5.1.14 <html> tag does not have a valid value for its [lang] attribute

An invalid value of the [lang] attribute can cause screen readers to misinterpret the language, affecting comprehension.

Invalid language value

Function: Ensures that the <html> tag has a valid value for its [lang] attribute to specify the language of the document.

Issue: An invalid language value can prevent screen readers and search engines from processing the language correctly.

<html> tag does not have a valid value for its [lang] attribute

■ Not Achieved ■ Achieved
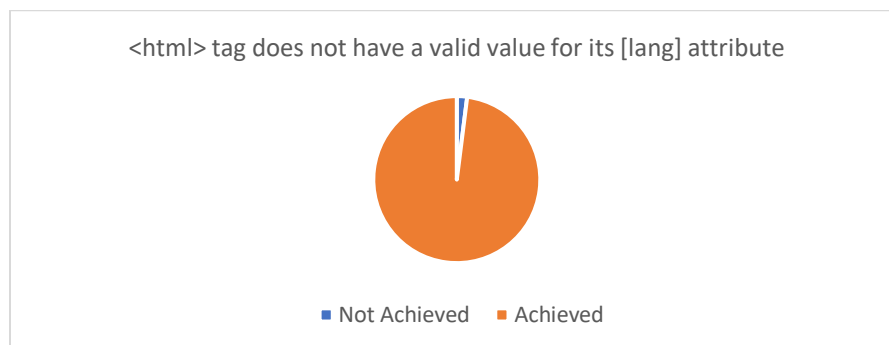
## 5.1.15 Buttons do not have an accessible name

Buttons without accessible names cannot be announced by screen readers, making their function unclear to visually impaired users.

Funksioni: Siguron që butonat të kenë emra të qasshëm për lexuesit e ekranit.

Issue: Missing names make buttons inaccessible to users who rely on assistive technology, preventing them from knowing the button's function.

Buttons do not have an accessible name

■ Not Achieved ■ Achieved
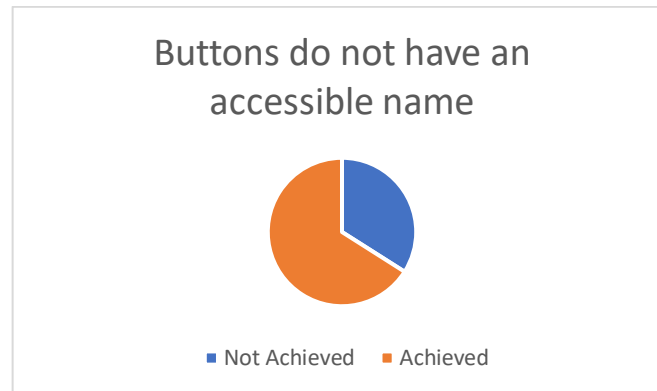
5.2   Visual and moto issues

5.2.1   Image elements have no [alt] attributes

Without [alt] attributes, screen readers cannot describe images to visually impaired users, leading to a lack of context or information.

Function: Provide alt text for images.

Problem: Missing [alt] attributes make images inaccessible to screen readers, leaving visually impaired users without context or important information.

Image elements have no [alt] attributes

■ Not Achieved   ■ Achieved
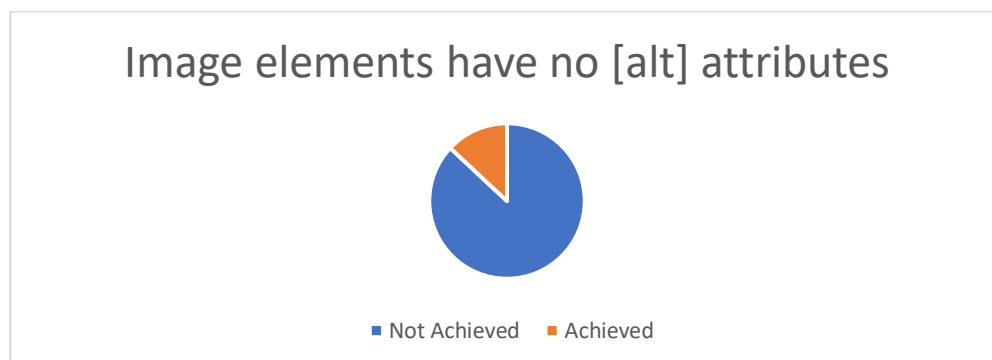
5.2.2   [aria-hidden=""true""] elements contain focusable descendants

Focusable elements inside hidden containers can mislead users navigating through keyboards and screen readers, causing confusion.

Function: Removes elements from assistive technologies.

Issue: Focusable elements inside hidden containers can confuse keyboard and screen reader navigation, leading to a poor user experience.

[aria-hidden=""true""] elements contain focusable descendants

- Not Achieved ■ Achieved

5.2.3 The key values of the approach are not unique

Links without distinct names cannot be identified or notified by screen readers, making navigation difficult for visually impaired users.

Function: Identify links for screen readers.

Issue: Links without distinct names are inaccessible to screen reader users who cannot understand the purpose of the links.

The key values of the approach are not unique

- Not Achieved ■ Achieved

5.2.4 The key values of the approach are not unique

Function: Identify links for screen readers.

Issue: Links without distinct names are inaccessible to screen reader users who cannot understand the purpose of the links.

The key values of the approach are not unique

■ Not Achieved ■ Achieved

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

Missing titles make it difficult for screen readers to identify the content or purpose of frames or iframes, reducing usability for visually impaired users.

Function: Provide a title for frame or iframe elements.

Issue: Missing headers make it difficult for screen readers to identify the content or purpose of the frame or iframe, reducing accessibility.

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

■ Not Achieved ■ Achieved

5.2.6 The ARIA progress bar should have an accessible name

Without accessible names, progress bars cannot be described by screen readers, leaving users unaware of progress status.

Function: Identify progress bars for screen readers.

Problem: Missing accessible names for progress bars prevent screen readers from conveying progress information to users.

The ARIA progress bar should have an accessible name

■ Not Achieved   ■ Achieved
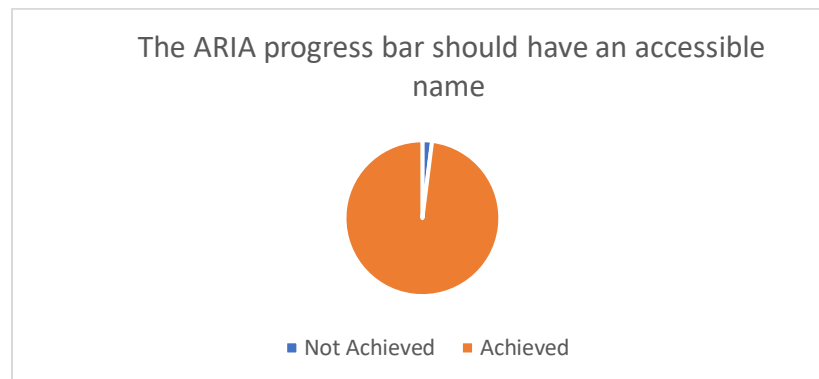
5.2.7   Elements must not have a tab intex greater than zero

Tab index values greater than zero break the natural ordering of tabs, confusing users who depend on keyboard navigation.

Function: Control keyboard navigation order.

Problem: Using a tab index greater than zero can break the natural tab order, confusing users who rely on keyboard navigation.

Elements must not have a tab intex greater than zero

■ Not Achieved   ■ Achieved

5.2.8   The document does not have a <titull> element

A missing <title> element makes it difficult for users to identify the content or purpose of the page, affecting navigation and search.

Function: Provide a title for the document.

Issue: Missing <title> elements can make it difficult for users to identify the content or purpose of the page .

The document does not have a <titull> element

■ Not Achieved   ■ Achieved
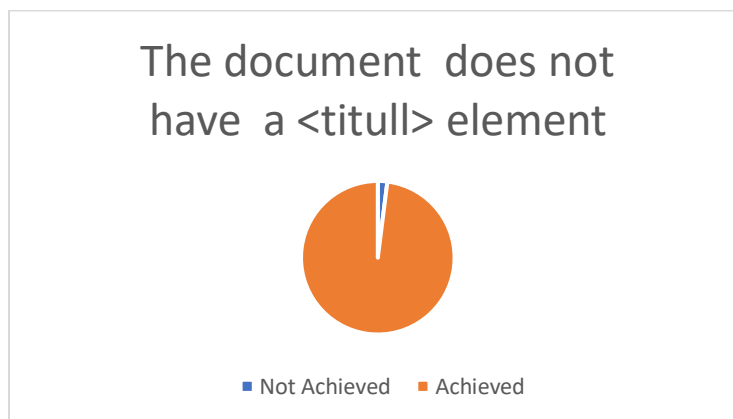
5.3   Motor issues

5.3.1   A user is unable to freeze GIFs and other moving objects

Users, especially those with cognitive or vestibular disorders, may experience discomfort or difficulty focusing if they cannot stop animations or moving content. This feature is essential for providing a comfortable and accessible user experience.

Function: Provides the ability to pause or stop animated content.

Problem: Without the ability to freeze moving objects, animations can be distracting or trigger motion sensitivity in some users.

A user is unable to freeze GIFs and other moving objects

■ NUK i plotëson   ■ I plotëson
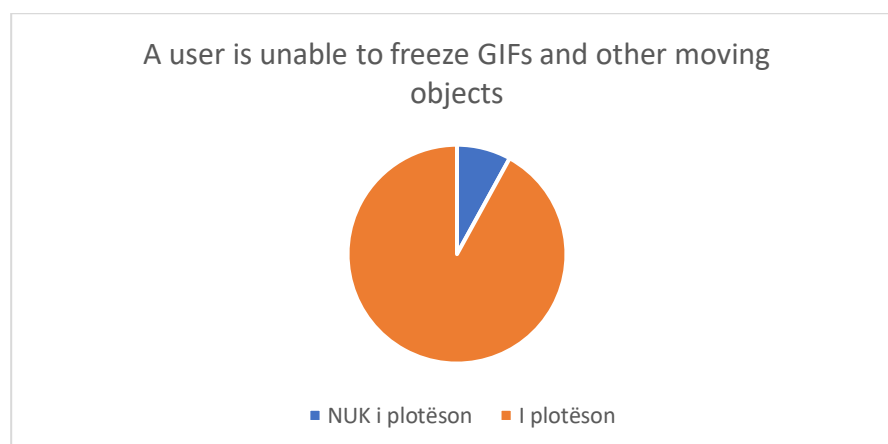
6 Conclusion

In conclusion, the results of this study underline an urgent need to increase compliance with accessibility standards across the websites of public institutions in Kosovo. Most of the websites evaluated failed to meet accessibility requirements, indicating considerable room for improvement to ensure that all citizens have equal access to online information and services.
The findings also show a significant lack of accessibility support for Albanian-speaking users with disabilities, further complicating the accessibility landscape. Despite the adoption in 2007 of syntax accommodating persons with disabilities in the Albanian language, implementation remains incomplete, underscoring the need for accelerated action towards accessibility compliance.

To promote the full inclusion of individuals with disabilities, public institutions should prioritize Internet access. By adopting the recommended accessibility measures, these institutions can increase access to the web and ensure that all citizens have equal access to digital information and services. Furthermore, it is essential that public institutions invest in ongoing training and development for their web developers and content managers to ensure that they are equipped with the skills and knowledge needed to maintain their websites. accessible. Collaboration with organizations that advocate for individuals with disabilities can provide valuable insights and practical solutions to improve access.

Addressing accessibility compliance is essential to creating a more inclusive and accessible digital environment for all. By taking these steps, public institutions in Kosovo can lead by example and demonstrate commitment to inclusiveness and equal access for all citizens.