

Survey on Web Accessibility Adoption Level in the Asia Pacific Region

Appendix 1

Results of self-reporting questionnaire

Question	Yes	No	No answer
Legislation or regulations (web accessibility)	8	4	0
Initiative/strategy/policy regarding promotion and adoption of web accessibility	7	4	1
Aware of Web Accessibility Initiative (WAI)	11	1	0
Level of compliance currently adopted	WCAG – 9; Other standard – 1	1	1
Mobile app accessibility initiative	4	8	0
Standard of mobile app accessibility	4	8	0
Web accessibility included as part of curriculum in tertiary education institutes	5	7	0
Professional consultation services /checking	7	5	0

Overall Average Score for all categories among 12 countries/regions

Country	Government portal	Banking	Transportation service	Media	Health care institution	Online shopping platform	<u>Overall Average Score</u>
Australia	1.8	2 *	1.8 *	1.9 *	1.8	1.2	<u>1.75</u>
South Korea	1.4	2 *	1.6	1.8	1.2	1.4	<u>1.57</u>
Hong Kong	2 *	2 *	1.1	1.5 *	1.3	1	<u>1.48</u>
Japan	1.3	2 *	1.9 *	1.1	1.5	1	<u>1.47</u>
Mongolia	1.3	1.5 *	1.4	1.8 *	1.2	1.5	<u>1.45</u>
Myanmar	1.2	1.1	1.7	1.4	1.2	1.4	<u>1.33</u>
Philippines	2 *	1.3	1.5	1.1	1.3	0.7	<u>1.32</u>
Laos	0.8	0.9	1.7	1.4	1.2	N	<u>1.2</u>
Vietnam	1	0.8	1.1	1.7	1.2	0.8	<u>1.1</u>
Malaysia	1.2	1	1.4	1.2	0.6	1	<u>1.07</u>
Thailand	0.9	0.4	1.1	1.5	1	1.3	<u>1.03</u>
China	0.4	1	0.8	1.4	0.7	1	<u>0.88</u>
Average Score	<u>1.28</u>	<u>1.33</u>	<u>1.43</u>	<u>1.78</u>	<u>1.18</u>	<u>1.12</u>	/

Remarks: Websites are rated “0” as “not qualified”, “1” as “acceptable”, “2” as “good”, and N as “not applicable” according to each criterion.

* Website is rated “1” or “2” in all the 10 selected criteria.

Overall performance among the selected 10 criteria from WCAG 2.1

	WCAG 2.1 – 1.1.1 Non-text content	WCAG 2.1 – 1.3.1 Info and Relationships	WCAG 2.1 – 1.3.2 Meaningful sequence	WCAG 2.1 – 1.4.10 Reflow	WCAG 2.1 – 2.1.1 Operable through keyboard	WCAG 2.1 – 2.4.1 Bypass Blocks	WCAG 2.1 – 2.4.3 Focus Order	WCAG 2.1 – 2.4.4 Link Purpose	WCAG 2.1 - 3.3.1 Error Identification	WCAG 2.1 - 3.3.2 Labels or Instructions
No. of websites with score "0"	47 (65.28%)	17 (23.61%)	3 (4.17%)	20 (27.78%)	36 (50.00%)	15 (20.83%)	5 (6.94%)	34 (47.22%)	2 (2.78%)	25 (34.72%)
No. of websites with score "1"	4 (5.56%)	25 (34.72%)	0 (0%)	6 (8.33%)	2 (2.78%)	0 (0%)	3 (4.17%)	12 (16.67%)	1 1.39(%)	4 (5.56%)
No. of websites with score "2"	20 (27.78%)	29 (40.28%)	68 (94.44%)	45 (62.50%)	33 (45.83%)	56 (77.78%)	63 (87.50%)	25 (34.72%)	46 (63.89%)	32 (44.44%)
No. of websites with "N"	1 (1.39%)	1 (1.39%)	1 (1.39%)	1 (1.39%)	1 (1.39%)	1 (1.39%)	1 (1.39%)	1 (1.39%)	23 (3.94%)	11 (15.28%)
Average score	0.62	1.17	1.92	1.35	0.96	1.58	1.82	0.87	1.90	1.11
Total	72 (100%)									

List of assessed websites

A. Government portal

1. Australia: <https://www.australia.gov.au/>
2. China: <http://www.gov.cn/>
3. Hong Kong: <https://www.gov.hk/tc/residents/>
4. Japan: <https://www.japan.go.jp/>
5. Laos: <http://laogov.gov.la/pages/Home.aspx> (non-English website)
6. Malaysia: <https://www.malaysia.gov.my/portal/index>
7. Mongolia: <https://zasag.mn/en/>
8. Myanmar <https://www.myanmar.gov.mm/en/web/guest/home>
9. Philippines: <https://www.gov.ph/>
10. South Korea: <http://www.korea.net/>
11. Thailand: <https://www.thaigov.go.th/>
12. Vietnam: <http://chinhphu.vn/portal/page/portal/English>

B. Banking:

1. Australia: <https://www.rba.gov.au/> (Reserve Bank of Australia 澳洲儲備銀行)
2. China: <http://www.pbc.gov.cn/en/3688006/index.html> (The People's Bank of China 中國人民銀行)
3. Hong Kong: <https://www.hsbc.com.hk> (HSBC 匯豐銀行)
4. Japan: <http://www.boj.or.jp/en/index.htm/> (Bank of Japan 日本銀行)
5. Laos: <http://www.bol.gov.la/en/index> (Bank of the Lao P.D.R)老撾人民民主共和國銀行)
6. Malaysia: <http://www.bnm.gov.my/> (Bank Negara Malaysia 馬來西亞中央銀行)
7. Mongolia: <https://www.mongolbank.mn/> (Bank of Mongolia 蒙古銀行)
8. Myanmar: <https://www.cbm.gov.mm/> (Central Bank of Myanmar 緬甸中央銀行)
9. Philippines: <http://www.bsp.gov.ph/> (Bangko Sentral ng Pilipinas 菲律賓中央銀行)
10. South Korea: <http://www.bok.or.kr/eng/main/main.do/> (Bank of Korea 韓國銀行)
11. Thailand: <https://www.bot.or.th/English/Pages/default.aspx> (Bank of Thailand 泰國銀行)
12. Vietnam: <https://www.sbv.gov.vn/> (The State Bank of Vietnam 越南國家銀行)

C. Transportation service - Subway/Railway/Airport

1. Australia: <https://www.vline.com.au/> (V/Line)
2. China: <https://www.12306.cn/index/> (12306 China Railway 中國鐵路 12306)
3. Hong Kong: <http://www.mtr.com.hk> (MTR 香港鐵路有限公司)
4. Japan: <https://www.jreast.co.jp/e/> (East Japan Railway Company 東日本旅客鐵路株式會社)

5. Laos: <https://www.vientianeairport.com/> (Vientiane Airport 瓦岱國際機場)
6. Malaysia: <https://www.ktmb.com.my/> (KMTB 馬來亞鐵道公司)
7. Mongolia: <https://eticket.ubtz.mn/> (UBTZ 烏蘭巴托鐵路局)
8. Myanmar <http://www.ministryofrailtransportation.com/> (Myanmar Railways 緬甸鐵路)
9. Philippines: <http://www.pnr.gov.ph/> (Philippine National Railways 菲律賓國家鐵路)
10. South Korea: <http://info.korail.com/mbs/english/index.jsp> (Korea Railroad Corporation (KORAIL) 韓國鐵道公社)
11. Thailand: http://www.railway.co.th/main/index_en.html (State Railway of Thailand 泰國國家鐵路局)
12. Vietnam: <http://www.vr.com.vn/en> (Vietnam Railways 越南鐵路)

D. Media:

1. Australia: <https://www.abc.net.au/radio-australia/> (Radio Australia 澳洲廣播電台)
2. China: <http://chinaplus.cri.cn/> (China Radio International.中國國廣播電台)
3. Hong Kong: <https://www.rthk.hk/> (RTHK 香港電台)
4. Japan: <https://www3.nhk.or.jp/nhkworld/> (NHK World 日本放送協會)
5. Laos: <https://lnr.org.la/> (Lao National Radio 寮國國家廣播電台)
6. Malaysia: <http://www.rtm.gov.my/> (Radio Televisyen Malaysia 馬來西亞廣播電視台)
7. Mongolia: <http://www.vom.mn/en> (Voice of Mongolian 蒙古之聲)
8. Myanmar <https://www.mrtv.gov.mm/en> (Myanma Radio and Television 緬甸廣播電視台)
9. Philippines: <https://mbcmmediagroup.com/radio/> (Manila Broadcasting Company 馬尼拉廣播公司)
10. South Korea: <http://world.kbs.co.kr/service/index.htm?lang=e> (KBS World Radio 韓國國際廣播電台)
11. Thailand: <https://nbt.prd.go.th/> (Radio Thailand 泰國廣播電台)
12. Vietnam: <https://english.vov.vn/> (The Voice of Vietnam 越南之聲)

E. Health care institution:

1. Australia: <https://www.thermh.org.au/> (The Royal Melbourne Hospital 皇家墨爾本醫院)
2. China: <http://www.bjhmo.cn/> (Beijing Hospital 北京醫院)
3. Hong Kong: <http://www.ha.org.hk> (Hospital Authority 醫院管理局)
4. Japan: <https://www.juntendo.ac.jp/hospital/global/english/> (Juntendo Hospital)
5. Laos: <http://www.hvhospital.com/en/> (Vientiane General Hospital)
6. Malaysia: <http://www.hkl.gov.my/> (Hospital Kuala Lumpur 吉隆坡中央醫院)
7. Mongolia: <http://www.intermed.mn/> (Intermed Hospital)
8. Myanmar <https://www.punhlaingsiloamhospitals.com/> (Pun Hlaing Siloam Hospital)
9. Philippines: <http://www.pgh.gov.ph/en/> (Vientiane General Hospital 菲律賓總醫院)
10. South Korea: <http://eng.amc.seoul.kr/gb/lang/main.do> (Asan Medical Center)
11. Thailand: <https://www.bangkokhospital.com/en> (曼谷醫院 Bangkok Hospital)
12. Vietnam: <https://www.fvhospital.com/> (FV Hospital)

F. Online shopping platform

1. Australia: <https://www.davidjones.com/> (David Jones)
2. China: <https://world.taobao.com/> (Taobao)
3. Hong Kong: <https://www.hktvmall.com/hktv/en/> (HKTV mall)
4. Japan: <https://global.rakuten.com/en/> (Rakuten Global Market)
5. Laos: N/A
6. Malaysia: <https://www.lazada.com.my/> (Lazada Malaysia)
7. Mongolia: <https://www.mongolianz.com/> (Mongolianz)
8. Myanmar: <http://www.365myanmar.com/eng/> (365 Myanmar)
9. Philippines: <https://shopee.ph/> (Shopee Philippines)
10. South Korea: <http://global.gmarket.co.kr/Home/Main> (Gmarket)
11. Thailand: <https://www.central.co.th/th> (Central)
12. Vietnam: <https://www.lazada.vn/> (Lazada Vietnam)

The Criteria of Assessment

10 criteria from WCAG 2.1 are selected for the assessment of websites in this survey. The selected criteria are those related to visually impaired users.

1. (WCAG 2.1 – 1.1.1) Non-text Content: Provide meaningful text alternative for non-text contents
2. (WCAG 2.1 – 1.3.1) Info and Relationships: Make website content easy to be used with assistive technologies (Designated headings, Table structure and Text labels)
3. (WCAG 2.1 – 1.3.2) Meaningful Sequence: Make website content in a correct reading sequence which can be programmatically determined
4. (WCAG 2.1 – 1.4.10) Reflow: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions
5. (WCAG 2.1 – 2.1.1) Keyboard: All functionality of the content is operable through a keyboard
6. (WCAG 2.1 – 2.4.1) Bypass Blocks: Able to skip repetitive blocks
7. (WCAG 2.1 – 2.4.3) Focus Order: Users can navigate sequentially through content by the keyboard
8. (WCAG 2.1 – 2.4.4) Link Purpose: The purpose of each link can be determined from the link text alone
9. (WCAG 2.1 - 3.3.1) Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text
10. (WCAG 2.1 - 3.3.2) Labels or Instructions: Labels or instructions are provided when content requires user input.