

Labour union's website accessibility and information rights fulfilment among workers with disability

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Abstract The present study examines website accessibility on the labour union's website regarding their ability to provide a friendly website for people with disabilities. Web Content Accessibility Guidelines (WCAG) were employed to assess web accessibility. Labour union confederation's website had significant accessibility errors on adaptable, navigable, operable, and low-contrast elements. Besides, the website had severe alerts and errors. Generally, most websites have not employ accessibility guidelines; hence information rights fulfilment among people with disabilities failed to be achieved. The limitation of this research lies in the number of labour union websites being analysed. Nevertheless, this research employs labour confederation websites with many members and federations that represent labour unions based on the type and location in Indonesia. Another limitation lies in the evaluation tools, which are limited to free tools usage. Thus, future research should employ various tools, neither free nor paid tools. Website developers should get socialisation regarding the urgency of website accessibility while repairing some aspects with low scores and errors. The government should enforce accessibility regulations. The community of people with disabilities should actively deliver their feedback to web developers thus their information rights can be fulfilled. The information rights fulfilment among workers with a disability tends to neglect by the labour unions. It can be seen from the labour union confederation's website that it is not accessible yet for all workers, so an inclusive workplace is challenging to achieve.

Keywords: accessibility; workers with disabilities; labour union; WCAG; evaluation tools

INTRODUCTION

Labour union creation comes from the idea of balancing the relationship between labour and employer within industrial relations. Workers form a labour union to help them communicate and negotiate with the company. It is crucial for the workers due to they are in a weak position. In addition, labour unions can actively participate in creating a peaceful work (Sonhaji, 2019).

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Based on the Law of the Republic of Indonesia No. 21 of 2000 regarding worker union/labour union, every worker reserves the right to be part of a labour union. Moreover, the law states that the union creation should have at least ten workers, while the federation should have at least five members. Confederation creation, which aims to amplify labour's voice, should have at least three federations.

Based on the Director-General of Industrial Relations and Labour Social Security (Ditjen PHI and JSK), Indonesia has 10.748 labour unions which consist of 3.23 million members, 120 federations, and 14 confederations until 2020. In addition, the five confederations have many members (see table 1).

Table 1. Several Labour union confederation's websites in Indonesia

Website	Url	Number of federations
KSPI	http://kspi.or.id/	9
KSPSI	https://kspsi.org/	17
KSBSI	https://www.ksbsi.org/	10
KASBI	https://www.kasbi.or.id/	11
KSARBUMUSI	https://www.ksarbumusi.or.id/	10

Source: Ditjen PHI and JSK (2020)

On the other hand, the Law of the Republic of Indonesia No. 8 of 2016 regarding people with disability prerequisite private companies to hire one percent of workers with disability and two percent of state-owned-company. However, according to Statistic Indonesia, the disability labour force participation rate (TPAK) only stood at 44% as of February 2020, which is only 7.8 million out of 17.74 million disability who are in the active workforce. Therefore, it implies that the rate among people with disability participation rate is low compared to the participation rate among non-disability.

Furthermore, the Law of the Republic of Indonesia No. 21 of 2000 states that labour unions, federations, and confederations should help workers protect and defend their rights and obligations and improve their welfare. In other words, those organisations have a role in representing workers' interests, including workers with disability.

Confederation uses several media, one of them is a website, to communicate and disseminate information to their members. Nevertheless, not all of them meet the accessibility requirement published by *the United Nations Convention on the Rights of Persons with Disabilities* (UN CRPD). UN CRPD argues that it is essential to provide friendly information technology for users (Xu, 2020).

Industry, disability organisations, government, and related institutions published Web Content Accessibility Guidelines (WCAG) 2.0, which provided a standard guideline for Web content accessibility. In terms of WCAG, there are four principal aspects, i.e., perceivable, operable, understandable, and robust, that can boost access to websites by the disability.

Accessibility is an emerging concept that focuses on presenting a web accessible for all people, including people with disability (Ismail & Kuppusamy, 2019). Accessibility to the web among various kinds of disabilities is part of human rights protected by the law (Loureiro et al., 2015). In addition, according to the human-computer interaction (HCI) point of view, an accessible website is essential (Sohaib & Kang, 2016). Besides, accessibility could diminish the digital divide, improve efficiency, increase response time, minimise maintenance costs, maintain the website, and be part of social responsibility (Acosta-Vargas et al., 2019).

Prior research emphasises the primary roles of labour unions in representing workers' interests, including workers with disability. For instance, South Korea's labour union is essential in voicing their grievance regarding the organisation's commitment to improvement and job satisfaction (Choi, 2018). In addition, the labour union negotiates with the company to enhance workers' health conditions and work safety in the workplace (Bhattacharyya & Ranjan Gupta, 2021).

Furthermore, labour union involves a more extensive scope in social welfare (Oude Nijhuis, 2020), politics, and economics (Serdar, 2012). For instance, a study in the Netherlands and the United Kingdom shows a varied willingness among labour unions to increase social welfare depending on the market risk, the scope of payment increase, and the social welfare perceiver (Oude Nijhuis, 2020). Hence, it can imply that labour unions have various functions in social welfare, particularly members' welfare.

Regarding labour unions' function, the organisation should communicate and disseminate the information to their members incorporating members with a disability who have limited information access. The website has become a popular tool for gaining information (Prasetio et al., 2016). However, certain websites have difficulty inaccessibility which creates a challenge for people with disability to use; thus, the confederation's website needs to be evaluated to create a website more accessible for disabilities.

Regarding industrial relations, labour can establish unions with at least ten people (Ibrahim, 2017). In addition, labour unions, federations, and confederations have a free, open, independent, democratic, and responsible (Suhartoyo, 2019). Moreover, they deputise workers' interests, so the workers have a strategic position within the organisation. Besides, labour unions should spread information towards their members, including people with disability.

Labour with disability acknowledges that they will get some benefits when participating in an organisation, such as delegation and protection from the unions regardless of pursuing their rights (Brigden, 2019). Therefore, the unions should be aware that there is different information accessing skills on digital media among the members, which can cause workers with disability are being excluded since accessibility websites produce inclusion (Ismail & Kuppusamy, 2019).

Web Content Accessibility Guidelines (WCAG) 2.0 is one of the tools that can produce user-friendly content without any obstacles so that people can easily access the website (Schmutz et al., 2017). Furthermore, WCAG 2.0 explains the urgency of accessibility aspects within web access (Ahmi & Mohamad, 2016). For instance, websites must fulfil the compatibility requirement to employ various tools such as mobile phones, tablets, laptops, and computers when opening the website. Therefore, examining the implementation of web accessibility is compelling, particularly on the labour union's website, which obligates providing information for disabilities.

The organisation should follow some principles in developing the website (Acosta-Vargas, Acosta, et al., 2018): (1) Perceivable refers to a website's ability to provide a friendly user interface which means that users can apprehend the information on the web. For instance, by providing captions for embedded videos and other non-text content thus, Vision Disability can comprehend the context from reading the text. (2) Operable, as a principle, refers to the user's ability to operate the user interface and navigation. For instance, a web developer should warrant that the keyboard can access all the functionality, thus simplifying disability's navigation; besides, they should hand over instructions for customising the touchscreen. (3) Understandable refers to information, and the user interface should be easy to comprehend not only by users but also by screen readers. Besides, users should apprehend information and user interface operation. For instance, providing captions with easily understandable language for embedded audio and non-graphics content, thus, Vision Disability can comprehend and make the text readable. (4) Robust refers to the compatibility of web content with varied "user agents" such as browsers, assistive technologies, and other devices which can access the web. For example, a web developer should ensure that people with disability can read the web HTML.

METHODOLOGY

Web Content Accessibility Guidelines (WCAG) 2.0 was commonly employed in international legislation. WCAG was employed as a framework for assessing web accessibility. Thus, organisations should adopt it to make the web more accessible (Vigo et al., 2013). Furthermore, there are several free means utilised in this research: TAW, aXe, WAVE, tenon.io, and UI, since other organisations with limited funding can also utilise them. The conformance level of accessibility can be seen in table 2.

This research deployed AAA as an accessibility standard in assessing the websites. In addition, the research process consists of six stages which are depicted in Figure 1. The initial stage was to search for the list of labour confederations in Indonesia. After that, the process was to identify the confederation's websites and look at their URL. Then, the confederation was chosen since it had many members and tremendous

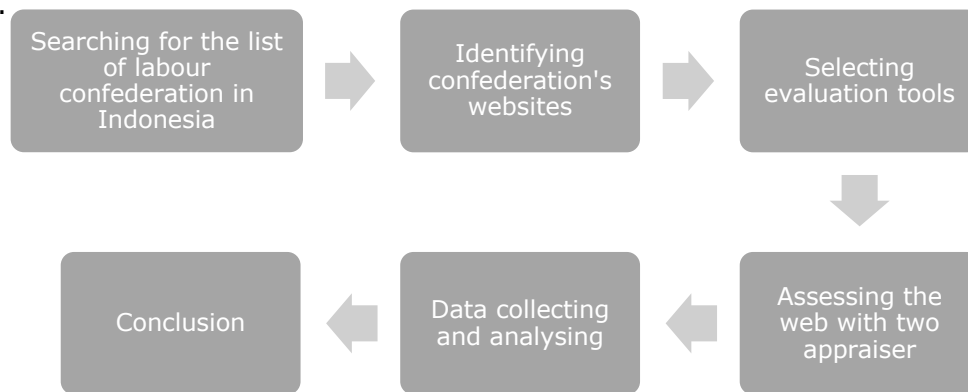
demand for website access. Therefore, confederations with many members are the sample of this research. The other criteria are that they have websites that routinely deliver information to the members.

Table 2: WAI conformance claims

Conformance Level	Website Accessibility Checkpoint
WAI-A (essential accessibility)	All priority one checkpoints are met. It is the minimum (essential) W3C requirement. Otherwise, one or more people will find it impossible to access information from the website. Again, this is the minimum requirement and must be met.
WAI-AA (intermediate accessibility)	All priority 1 and 2 checkpoints are satisfied; otherwise, one or more people will find it difficult to access information from the website. Therefore, this conformance level status should be met, as it will remove significant barriers to accessing Web documents.
WAI-AAA (high accessibility)	All priority 1, 2, and 3 checkpoints are satisfied; otherwise, one or more groups of people will find it difficult to access information from the website. Web developers may address this conformance level to improve access to Website documents.

Source: (Al Mourad & Kamoun, 2013)

Figure 1. Research Processes



Source: Data Process by Author (2022)

The next step was to select the evaluation tool (web-based tools) to ensure each tool could produce error-free results. Then two people started checking the website with different tools to hinder errors and ensure data accuracy. The last step was analysing the data to draw on conclusion

RESULTS AND DISCUSSION

Data collected through assessing five confederations' websites was compiled on May 21, 22, and 23, 2021. After that, the data was recorded in a spreadsheet. Unfortunately, some utilised means unveiled an error on the website; thus, that website was excluded from the data analysis

process. However, an error-free website will be included in the data analysis.

The first appraisal utilised TAW, which exhibits some data such as problem, warning, and not review categories. The evaluation reveals an accessibility infringement and the proposed solution to overcome the problem (Ismail & Kuppusamy, 2019). The overall results of TAW's evaluation are presented in Appendix A. In addition, the evaluation results of perceiving, operable, understandable, and robust are presented in table 3.

Table 3. Resume TAW

Website	Problems				Warnings				Not Reviewed			
	P	O	U	R	P	O	U	R	P	O	U	R
KSPI	1	55	1	1	117	71	71	23	7	11	9	1
KSPSI	21	164	5	44	29	180	17	0	7	11	9	0
KSBSI	0	0	1	0	1	2	0	0	7	13	9	1
KASBI	72	53	5	62	129	62	25	1	7	10	9	0
KSARBUMUSI	1	2	0	0	2	2	0	0	9	12	9	2

Source: Data Process by Author (2022)

Table 4. Website evaluation results based on aXe

Website	Critical	Serious	Moderate	Minor
KSPI	0	36	151	0
KSPSI	5	19	5	1
KSBSI	0	76	19	6
KASBI	0	256	66	4
KSARBUMUSI	0	50	107	0

Source: Data Process by Author (2022)

Table 3 illustrates the operable indicator, which part of the warnings variable accounts for 23.26% of the accessibility errors; thus, the website should be revitalised, especially on adaptable and navigable aspects. The second software is aXe which performs assist and integrated workflow development (Rubano & Vitali, 2020). This software delivers critical, serious, moderate, and minor data, as shown in Table 4.

The evaluation depicts the total errors of accessibility on serious categories account for 54.56% of accessibility errors; hence the website needs to be rechecked and improved. The software, aXe, explains the detailed trouble, its seriousness, and the type of violation (Ismail & Kuppusamy, 2019). It also provides a detailed explanation of the problem, the seriousness of the problem, and the kind of violation of implementing the guidelines. In addition, aXe unveils some occurred trouble and their frequency.

WAVE was the third tool which is utilised in this research. The software is based on a browser extension; thus, the assessment can be done quickly and seen from the browser. Moreover, the tool locates the troubles and suggests solutions to overcome them (Rubano & Vitali,

2020). WAVE records data related to errors, alerts, contrast errors, features, structural elements, and aria, which can be seen in table 5.

Table 5. website evaluation results based on WAVE

Website	Errors	Alerts	Contrast Error	Features	Structural Element	Aria
KSPI	60	103	0	30	32	91
KSPSI	12	138	33	6	36	1
KSBSI	38	84	75	17	109	27
KASBI	1	1	02	0	2	0
KSARBUMUSI	1	1	2	2	5	2

Source: Data Process by Author (2022)

Overall, WAVE tools discovered that the total number of alert errors accounted for 35.90% of accessibility errors. It explains a significant adjustment so that the labour union's website can achieve the WCAG standards. WAVE was easily used by opening the tool's form, putting the website's URL, and clicking the send button. After that, the evaluation will be presented, particularly the indicator and embedded icon (Ismail et al., 2018).

The website's appraisal also employed tenon.io, which examined the page's accessibility by directly uploading the URL (Rubano & Vitali, 2020). The assessment provides total issues, errors, and warning data, which is presented in table 6. In addition, Tenon is a reliable and accurate tool for the accessibility appraisal (Ismail et al., 2018). It is designed to assist developers, web designers, and content creators develop inclusive websites (Acosta-Vargas, Acosta, et al., 2018).

Table 6. Website evaluation results based on tenon.io

Website	Total Issues	Errors	Warnings
KSPI	409	278	131
KSPSI	86	58	28
KSBSI	280	208	72
KASBI	221	141	80
KSARBUMUSI	10	7	3

Source: Data Process by Author (2022)

Lastly, the research employed UI in assessing the labour union's websites. The tool analyses the web based on 12 categories (see table 7). The assessment exhibits low-contrast elements that account for 35.3% of overall accessibility errors. It implies that the developer does not consider the obstacle faced by low vision disability and colour blind.

Discussion

Lack of awareness and knowledge regarding WCAG among web developers causes the implementation of the guidelines to remain low (Alshamari, 2016). Moreover, the developer believes in the negative effect of WCAG implementation on non-disability, which is most users (Schmutz et al., 2017). It is getting worse since the government has not actively ensured that society could access the websites. Besides, people

with disability tend to keep silent when they are facing difficulties in accessing the web. However, some of them voice it, but it is only restricted to their community.

Web developers should focus on web accessibility when developing web pages since accessibility assists users in accessing and comprehending the data and information presented on the page (Saripudin et al., 2019). Therefore, the developer should revise their perspective regarding web accessibility and implement it on their website (Ismail et al., 2018).

Table 7. Website evaluation results based on UI

Website	KSPI	KSPSI	KSBSI	KASBI	KSARBUMUSI
Aria, on the reserved element	1	80	0	0	2
Bad aria attribute	2	0	0	3	0
Bad aria attribute value	0	0	0	3	0
Focusable element not visible	47	5	24	43	13
Human language missing	0	1	0	0	0
Image without alt text	0	3	0	0	0
Link with an unclear purpose	10	3	12	26	37
Low contrast elements	92	37	0	40	85
Elements with meaningful background image	0	5	132	0	7
The table has no appropriate headers	0	1	1	0	0
Unsupported aria attribute	1	0	0	0	0
Controls without label	0	3	0	0	0

Source: Data Process by Author (2022)

The government has not entirely focused on citizens' interests, especially disabilities, who frequently face a challenge in achieving equal rights apropos information accessibility. Consequently, disability frequently asks people around them to assist them. Thus, it can address their digital difficulties. Still, it does not align with an inclusive approach (Vojtech, 2016).

Therefore, the developer has some proposals to address the current problem. For instance, web developers are encouraged to employ WCAG 2.0 guidelines in developing websites with good accessibility (Acosta-Vargas, Acosta, et al., 2018). At least, the developer acknowledges that visual impairment needs assistive technology which can voice texts and visual elements. Besides, hearing impairment needs assistive technology, which provides texts on audio content (Taylor & Bicak, 2019).

Government websites in developed countries, based on prior research, are more accessible rather than government websites in developing countries (Akgul & Vatansever, 2016). In contrast, people with disability around the globe have the same rights and obligations apropos information which should be fulfilled. Therefore, all citizens should access the website to preclude discrimination against people with disability (Acosta-Vargas, Luján-Mora, et al., 2018). As the follow-up

action, developers around the globe are suggested to intensively employ the guidelines for improving quality and accessibility (Saripudin et al., 2019). In principle, information on a website must be accessible, but there are times when the website developer has not been able to fully meet the accessibility standards (Hafiar et al., 2022).

Based on research findings, this paper proposes socialisation to enhance people's awareness, especially web developers, on the urgency of website accessibility since awareness is an essential factor in developing and maintaining the accessibility of the website (Ismail & Kuppusamy, 2019). Accordingly, socialisation and training on accessibility for web developers are required (Ismail et al., 2018).

At the same time, the government should enforce accessibility regulations. Some countries have applied web accessibility laws and forced the government to ensure the minimum level of accessibility (Acosta-Vargas, Luján-Mora, et al., 2018). The enforcement procedure should follow the regulation, such as giving best practices. Thus, other organisations can follow it or incentivise people or organisations that implement and promote accessibility (Akgul & Vatansever, 2016). However, the community of people with disabilities should actively deliver their feedback to web developers thus their information rights can be fulfilled.

This research offers several contributions. First, regarding the limited research on labour unions, this research can enhance a discussion on labour unions (Salmerón-Manzano & Manzano-Agugliaro, 2017). Second, this research provides information that can be considered in designing a socialisation program that aims to raise awareness among stakeholders regarding workers with disability's information rights, primary information from labour unions' websites.

The limitation of this research lies in the number of labour union websites being analysed. Nevertheless, this research employs labour confederation websites with many members and federations that represent labour unions based on the type and location in Indonesia. Another limitation lies in the evaluation tools, which are limited to free tools usage; thus, future research should employ various tools, neither free nor paid tools.

Furthermore, research findings propose the urgency of follow-up action regarding the limited job opportunities for people with disability since prior research argues that their participation in the workforce is still low compared with non-disability (Halimatussadiyah et al., 2018). In addition, workers with disability face trouble accessing the labour market (Navarro & Martínez, 2019), impacting their social, psychological, and economical.

Another obstacle is the decreasing number of workers with a disability participating in labour unions (Ameri et al., 2019) caused by the declining number of their work participation rate and the decline in their intention to participate in the union. Indeed, the labour unions can be ally in voicing their rights. However, the disability's rights and the

union's interest are sometimes opposite (Bagenstos, 2016). Therefore, it makes workers with disability face more complicated situations.

Therefore, the labour union should communicate with the Disability organisation beyond the internal problems since it is essential in promoting people with disability rights (Lurie, 2017). In addition, public awareness towards the potency of the disabled workforce needs to be improved so that an inclusive workplace can be promoted (Vornholt et al., 2018). The inclusive workplace comprises equal rights in information access, mainly information from their organisation. It is the time for disabilities to reach their dreams without obstacles, such as inaccessible information (Taylor, 2019).

CONCLUSION

All of the labour union's websites had not applied accessibility guidelines. Thus, it could not satisfy members' information rights members, especially people with disability. Therefore, it is recommended that web developers neither get intensive socialisation on the role of accessibility nor reform some technical features. The unions make the unions' socialisation and website improvement as the representatives aim to produce an inclusive society. The government can do socialisation in collaboration with disability advocacy organisations.

Some prominent accessibility errors on adaptable, navigation, operable, and low-contrast elements require special attention. Therefore, the developer should prioritise the improvement of alert and error results. The advancement can be done by adjusting websites' quality with WCAG 2.0 and utilising various evaluation tools independently to unveil the repairment results.

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Notes From Editor:

APPENDIX A. Available on:

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