

Comparative Analysis of District PPID Website Accessibility in West Java Using Public Information Disclosure Scores

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ABSTRACT

Public information disclosure and web accessibility are important aspects of Electronic-Based Government Systems (SPBE). This study aims to evaluate and compare the accessibility of six regency-level Information and Documentation Management Officer (PPID) websites in West Java based on their 2025 Public Information Disclosure Monitoring and Evaluation (Monev KIP) scores. Using extreme group sampling, the websites were divided into high-performer (Sumedang, Karawang, and Bandung) and low-performer (Cianjur, Indramayu, and Sukabumi) groups. The websites were automatically tested based on the Web Content Accessibility Guidelines (WCAG) 2.2 using PowerMapper and AudioEye. The results showed 114 findings from AudioEye and 28 findings from PowerMapper, consisting of 22 WCAG issues and 6 ARIA warnings. The high-performer group had more findings than the low-performer group, with 62 AudioEye findings and 18 PowerMapper findings, compared with 52 and 10 findings, respectively. Common accessibility problems included missing accessible names for links and images, low color contrast, and unclear focus indicators. These results indicate that high public information disclosure scores do not always indicate better web accessibility. The findings also highlight the need to combine automated and manual testing for a more complete accessibility evaluation.

Keywords : Accessibility; AudioEye; PowerMapper; PPID; WCAG 2.2

INTRODUCTION

The West Java Provincial Government continues to improve the quality of public services through the use of digital technology. In West Java Provincial Regulation Number 13 of 2024 concerning the 2025–2045 Regional Long-Term Development Plan (RPJPD), improvements in government governance are directed toward increasing the Electronic-Based Government System (SPBE) Index and the Public Service Index, with a target value of 5.00 for each index by 2045 [1]. In 2024, the SPBE score of West Java reached 4.73 with a “Satisfactory” rating, making it the highest score among provincial governments in Indonesia [2]. In addition to digital-based public services, information disclosure is also an important part of achieving

transparent government. The Public Information Disclosure Index (IKIP) of West Java in 2024 reached 85.22 and was classified as “Good” [3]. One of the media used by local governments to provide public information is the website of the Information and Documentation Management Officer (PPID).

PPID has an important role in managing and providing public information that is the right of the community. Through the PPID website, the public can obtain information without having to visit government offices directly. However, the availability of information on a website does not necessarily mean that the information is easy for everyone to use. Websites also need to consider accessibility so that users with different needs can access and use the available information. This is important for people with disabilities because they may experience difficulties in seeing, hearing, using a keyboard or other devices, and understanding information on websites. West Java Provincial Regulation Number 2 of 2025 concerning the Implementation of Respect, Protection, and Fulfillment of the Rights of Persons with Disabilities also regulates the rights of persons with disabilities, including accessibility, public services, and access to information [4], [5]. Therefore, government websites used to provide public information need to consider accessibility [6], [7]. Website accessibility can be evaluated using the Web Content Accessibility Guidelines (WCAG) 2.2 developed by the World Wide Web Consortium (W3C). WCAG 2.2 provides criteria to help create website content that can be used by more users, including users with visual, auditory, physical, and cognitive limitations, as well as users of assistive technologies such as screen readers. WCAG 2.2 classifies success criteria into Levels A, AA, and AAA [8], [9], [10]. WCAG testing can help identify website problems that may prevent users from accessing information.

Previous studies have evaluated the accessibility of various government websites using different standards and tools. Fithriyaningrum et al. [11], through a literature review, identified several common accessibility problems, such as alternative text, color use, link purpose, headings, and labels. Deastu et al. [12] evaluated provincial government websites in Indonesia using TAW and aXe based on WCAG 2.0. Akbar et al. [13] and Poedjadi et al. [14] used Site Analyzer and AudioEye based on WCAG 2.2 to evaluate website accessibility. Studies comparing several accessibility testing tools on government websites have also shown that the results may differ between tools [15], [14]. Other studies have shown that automated tools can only check some WCAG criteria. Therefore, the results of automated testing cannot be used alone to state that a website meets all WCAG criteria [17]. PowerMapper can provide information about WCAG levels, pages with problems, and ARIA, while AudioEye provides information about problem types, severity levels, WCAG criteria, and potentially affected users. Using both tools can provide more complete information about website accessibility problems. However, studies that use PowerMapper and AudioEye together to compare the accessibility of PPID websites based on Public Information Disclosure scores are still limited.

Differences in Public Information Disclosure scores among districts in West Java can be seen from the results of the 2025 Monitoring and Evaluation of Public Information Disclosure (Monev KIP). Sumedang District and Karawang District received scores of 100.00, Bandung District received 99.20, Cianjur District received 67.96, Indramayu District received 67.32, and Sukabumi District received 42.68 [18]. These scores show differences in the Monev KIP results among districts. However, the Monev KIP score evaluates the implementation of public information disclosure and does not directly assess the technical accessibility of websites. Therefore, these scores can be used as a basis for selecting the websites to be compared, rather than as a measure of website accessibility.

Based on these conditions, this study aims to compare the accessibility of six district PPID websites in West Java based on the 2025 Monev KIP score groups. The objects were selected using extreme group sampling, which involved selecting three districts with the highest Monev KIP scores and three districts with the lowest scores. Sumedang, Karawang, and Bandung districts were classified as the high-performer group, while Sukabumi, Indramayu, and Cianjur districts were classified as the low-performer group. The six websites were evaluated using WCAG 2.2 with the support of PowerMapper and AudioEye. The results from the two tools were compared separately to identify differences in accessibility problems between websites in the high and low Monev KIP score groups. This study is expected to provide an overview of the accessibility conditions of PPID websites and serve as a consideration for local governments in improving public access to information through websites.

METHOD

This study uses a quantitative evaluative-comparative method to evaluate the accessibility of district/city PPID websites in West Java Province. The evaluation is based on the Web Content Accessibility Guidelines (WCAG) 2.2 [8]. Accessibility testing is performed automatically using PowerMapper and AudioEye. The test results are used to identify accessibility problems and compare the accessibility conditions of PPID websites between groups with high and low Monitoring and Evaluation of Public Information Disclosure (Monev KIP) scores in 2025. The research procedure consists of six stages: Define Evaluation Scope, Explore the Target Website, Crawl Website, Automated Accessibility Testing, Quantitative Accessibility Measurement, and Comparative Analysis. The research stages are described as follows.

Define Evaluation Scope

This stage determines the evaluation scope, including the research object, population, sample, comparison groups, data, evaluation standard, and testing limits. The research objects are district/city PPID websites in West Java Province, with a population of 27 websites. The sample was selected using extreme group sampling [19], by selecting three districts with the highest Monev KIP scores in 2025

and three districts with the lowest scores. Based on these results, the sample was divided into high-performer and low-performer groups. The sample details are presented in Table 1.

Table 1. Research Sample Based on the 2025 Monev KIP Scores

Group	District	Monev KIP Score
High-Performer	Sumedang	100,00
	Karawang	100,00
	Bandung	99,20
	Cianjur	67,96
Low-Performer	Indramayu	67,32
	Sukabumi	42,68

The Monev KIP scores are used only to form the sample groups and are not used as website accessibility scores. The research data consist of secondary data in the form of the 2025 Monev KIP scores and primary data in the form of accessibility testing results. The evaluation uses WCAG 2.2, focusing on criteria that can be checked automatically. The main URL of each website is used as the starting point for testing.

Explore the Target Website

The exploration stage is conducted by accessing the main URL of each sampled PPID website. The tested websites are those of Sumedang District, Karawang District, Bandung District, Cianjur District, Indramayu District, and Sukabumi District. This stage is conducted to ensure that the websites can be accessed and to identify their page structure, navigation, and available content before the testing process.

Crawl Website

Crawling is performed by entering the main URL of each website into the testing tools. The URLs are Sumedang (<https://ppid.sumedangkab.go.id/>), Karawang (<https://ppid.karawangkab.go.id/>), Bandung (<https://ppid.bandungkab.go.id/>), Cianjur (<https://ppid.cianjurkab.go.id/>), Indramayu (<https://ppid.indramayukab.go.id/>), and Sukabumi (<https://ppid.sukabumikab.go.id/>). This process is used to identify pages that can be reached from the main URL. The pages that can be reached are included in the testing scope. Information about affected pages is recorded based on the reports generated by each tool.

Automated Accessibility Testing

Accessibility testing is performed using PowerMapper and AudioEye based on WCAG 2.2 criteria that can be checked automatically. PowerMapper is used as the main tool to obtain information about compliance rate, issues, affected pages, issue types, and WCAG criteria. PowerMapper also provides additional information about Section 508 and ARIA. AudioEye is used as a supporting tool to obtain information about findings, issue types, severity, WCAG criteria, and affected user abilities. The two tools are used separately and are not combined into a single accessibility score.

Quantitative Accessibility Measurement

The PowerMapper test results are recorded based on the values displayed by the tool without recalculation. The accessibility testing indicators used in this study are presented in Table 2.

Table 2. Accessibility Testing Indicators

Tool	Testing Indicators
PowerMapper	WCAG Level A, AA, AAA; <i>compliance rate; issues; affected pages; issue types; WCAG criteria; Section 508; ARIA</i>
AudioEye	<i>Findings; issue types; severity; WCAG criteria; affected user abilities</i>

The recorded indicators include the compliance rate for WCAG Levels A, AA, and AAA, the number of issues, affected pages, issue types, WCAG criteria, Section 508, and ARIA. The AudioEye results are recorded based on the number of findings, issue types, severity consisting of High, Medium, and Low, WCAG criteria, and affected user abilities. The numbers of issues, affected pages, and findings are treated as different indicators. The severity levels in AudioEye are not considered equivalent to WCAG Levels A, AA, and AAA.

Comparative Analysis

The analysis is conducted for each website and at the group level. At the individual level, the test results are used to describe the accessibility conditions and characteristics of each website. At the group level, the results of websites in the high-performer group are compared with those of the three websites in the low-performer group. The main comparison is based on the compliance rate, number of issues, affected pages, issue types, and WCAG criteria from PowerMapper. The AudioEye results are used as supporting data to compare the types of findings, severity, WCAG criteria, and affected user abilities.

WCAG criteria found in both groups are used to identify common problems, while criteria or issue types found in only one group are used to identify differences in accessibility characteristics between the groups. The Monev KIP scores are not used to test statistical relationships with the accessibility results but only to form the high-performer and low-performer groups. Automated testing is used only to

identify problems that can be detected by the tools. The absence of findings on a website does not mean that all WCAG 2.2 criteria have been met because automated testing can only check certain criteria.

RESULTS AND DISCUSSION

PowerMapper Testing Results

PowerMapper reports the percentage of pages affected by accessibility findings at WCAG Levels A, AA, and AAA. These percentages indicate the proportion of pages with findings detected during the automated scan and do not represent the overall compliance level of the website. Table 3 presents the percentage of affected pages, the number of affected pages, ARIA warnings, WCAG errors, and total findings identified by PowerMapper. The total number of findings is calculated as the sum of WCAG Errors and ARIA Warnings.

Table 3. PowerMapper Results Based on WCAG Level

Website	WCAG A	WCAG AA	WCAG AAA	Affected Pages	WCAG Errors	ARIA Warnings	Total Findings
Sumedang	0%	0%	0%	0	0	0	0
Karawang	4%	4%	4%	1	5	2	7
Bandung	7%	9%	7%	4	8	3	11
Cianjur	0%	0%	0%	0	0	0	0
Indramayu	3%	3%	5%	2	9	1	10
Sukabumi	0%	0%	0%	0	0	0	0
Total	-	-	-	7	22	6	28

Bandung has the highest number of affected pages, with 4 pages, and has the highest WCAG AA percentage at 9%. Indramayu has 2 affected pages, while Karawang has 1 affected page. No PowerMapper findings were detected for Sumedang, Cianjur, and Sukabumi. The detailed results show that Bandung has issues related to the accessible names of images and links, color contrast, focus visibility, autocomplete, and unnecessary ARIA roles. Karawang has issues related to the accessible name of images, focus outline, contrast, and the use of target="_blank". Indramayu has issues related to accessible name, CSS-based content, focus outline, contrast, and the use of target="_blank". Across the three websites with PowerMapper findings, 6 ARIA warnings were identified: 2 in Karawang, 3 in Bandung, and 1 in Indramayu.

AudioEye Testing Results

AudioEye identified 114 findings across the six websites. Unlike PowerMapper, AudioEye groups findings based on severity: High, Medium, and Low. The distribution of findings is presented in Table 4.

Table 4. AudioEye Findings by Severity

Website	Findings	High	Medium	Low
Sumedang	3	0	1	2
Karawang	29	27	2	0
Bandung	30	25	5	0
Cianjur	5	0	3	2
Indramayu	41	41	0	0
Sukabumi	6	0	3	3
Total	114	93	14	7

Indramayu has the highest number of findings, with 41, and all of them are classified as High severity. Bandung and Karawang have 30 and 29 findings, respectively, with most of them also classified as High. In contrast, Sumedang, Cianjur, and Sukabumi have no High findings.

Comparison of High-Performer and Low-Performer Groups

The comparison was conducted to identify differences in accessibility results between the high-performer and low-performer groups based on the Monev KIP scores. The comparison results are shown in Figure 1.

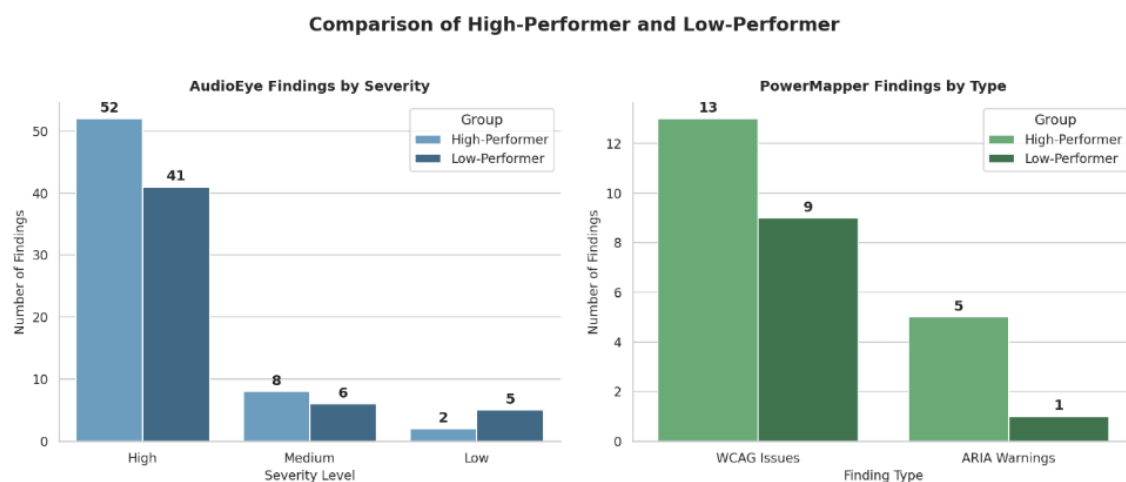


Figure 1. Comparison of Accessibility Results

The high-performer group had more findings than the low-performer group in both tools, with 18 versus 10 PowerMapper findings and 62 versus 52 AudioEye findings, respectively. However, a higher number of findings does not necessarily indicate poorer website accessibility. The number of findings may be influenced by factors such as website structure, the number of pages, and the number of elements examined by each tool. Differences were also observed among websites with the same Monev KIP score. Sumedang and Karawang both received a score of 100.00, but Sumedang had 3 AudioEye findings and no PowerMapper findings, where as Karawang had 29 AudioEye findings and 7 PowerMapper findings. In the low-performer group, Indramayu received a score of 67.32 and had 41 AudioEye findings, while Sukabumi received a score of 42.68 and had 6 AudioEye findings and no PowerMapper findings. Overall, within the six tested websites, the Monev KIP scores and the number of findings identified by the automated accessibility testing tools did not show a consistent pattern. These results suggest that a higher Monev KIP score was not consistently associated with fewer automated accessibility findings in the tested websites.

Website Accessibility Improvement Recommendations

Based on the PowerMapper and AudioEye testing results, several improvements can be made to the tested PPID websites. The recommendations are based on the types of problems identified and the severity reported by AudioEye.

Table 5. Website Accessibility Improvement Recommendations

Website	Main Issues	Recommended Improvements
Sumedang	Primary Skip Link Is Missing, iframe without accessible name, links opening new windows	Add a skip link, provide an accessible name for the iframe, and inform users when a link opens a new window
Karawang	Link Accessible Name Is Missing, SVG Accessible Name Is Missing, form field without label, contrast, and heading order	Provide accessible names for links and SVGs, add labels to form fields, improve contrast, and correct the heading order
Bandung	Link Accessible Name Is Missing, SVG Accessible Name Is Missing, form field without label, contrast, and heading order	Improve accessible names for links and SVGs, add labels to form fields, improve contrast, and correct the heading structure
Cianjur	Accessible name does not match the visible text, Primary Skip Link Is Missing, image and meta-refresh issues	Make the accessible name match the visible text, add a skip link, improve image alternative information, and review the use of meta-refresh

Website	Main Issues	Recommended Improvements
Indramayu	SVG Accessible Name Is Missing, Link Accessible Name Is Missing, Form-Field Is Missing a Proper Label, Button Accessible Name Is Missing, and contrast	Prioritize providing accessible names for SVGs, links, and buttons, add labels to form fields, and improve contrast
Sukabumi	Accessible name does not match, Primary Skip Link Is Missing, image and meta-refresh issues	Adjust the accessible name, add a skip link, improve alternative information for images, and review the use of meta-refresh

Based on Table 5, improvements can be prioritized for issues with High severity. Indramayu is one of the main priorities because all 41 findings identified by AudioEye are classified as High severity. Karawang and Bandung also require attention because most of their findings are classified as High severity, particularly issues related to accessible name, form fields, and contrast. In addition to technical improvements, website managers should conduct retesting after the improvements are implemented. Retesting can be performed using PowerMapper and AudioEye to identify changes in the findings and should be complemented by manual checks for WCAG 2.2 criteria that cannot be checked automatically. Therefore, the recommendations should not focus only on reducing the number of findings but also on improving access to information for users with different accessibility needs.

Discussion

The results show that high Monev KIP scores are not always followed by better website accessibility. The differences between the high-performer and low-performer groups indicate that public information disclosure assessment and technical website accessibility assessment measure different aspects. Monev KIP evaluates the implementation of public information disclosure, while accessibility testing identifies technical problems that may prevent users from accessing and using information. Therefore, a high Monev KIP score cannot be used to indicate that a website has good accessibility. This finding is consistent with Fithriyaningrum et al. [11], which show that government websites may still have various accessibility problems. The types of problems found in this study are also consistent with previous research. Fithriyaningrum et al. [11] identified text alternatives, use of color, link purpose, headings, and labels as some of the common problems found in website accessibility evaluations. Akbar et al. [13] also found problems with links and buttons without labels, skip links, form fields, and heading order on the Disdukcapil website in West Java. The findings on PPID websites show similar problems, particularly with accessible names, contrast, form fields, skip links, and heading structure. This indicates that accessibility problems found on PPID websites are also present on other government service websites.

The differences between PowerMapper and AudioEye results show that the two tools provide different information about website accessibility. These differences are related to the testing rules and the way each tool presents its results. PowerMapper provides results based on WCAG levels, affected pages, and ARIA warnings, while AudioEye provides information about issue types, severity, and potentially affected users. This finding is consistent with Ismailova and Inal [15], which showed that accessibility testing tools can produce different findings on the same website. Therefore, the PowerMapper and AudioEye results in this study are analyzed separately and are not combined into a single accessibility score. Automated testing has limitations in assessing accessibility comprehensively. The absence of findings from PowerMapper does not mean that a website meets all WCAG 2.2 criteria. W3C explains that some criteria require human evaluation [8]. Fischer et al. [17] also showed that automated tools can only check some WCAG criteria and may produce different results. Therefore, the results of this study describe accessibility problems that can be detected automatically, while manual evaluation and testing with assistive technologies are needed to obtain a more complete assessment.

CONCLUSION

This study evaluated and compared the accessibility of six district PPID websites in West Java based on the 2025 Monev KIP score groups using WCAG 2.2, PowerMapper, and AudioEye. The results show that the Monev KIP score does not show a consistent pattern with website accessibility. Websites with high Monev KIP scores do not always have better technical accessibility. This is shown by the differences between websites with similar or different Monev KIP scores. PowerMapper identified accessibility issues on three websites, namely Karawang, Bandung, and Indramayu, while no findings were detected on Sumedang, Cianjur, and Sukabumi. AudioEye identified 114 findings across the six websites, with 93 classified as *High severity*. Indramayu had the highest number of findings, with 41 findings, all classified as *High severity*. These results indicate that accessibility problems remain on several PPID websites, particularly related to *accessible names*, form fields, contrast, *skip links*, heading structure, and ARIA.

The comparison also shows that PowerMapper and AudioEye produce different accessibility findings. Therefore, the results of the two tools should be interpreted separately and should not be combined into a single accessibility score. Automated testing is useful for identifying detectable accessibility problems but cannot represent the overall WCAG 2.2 compliance of a website. Manual evaluation and testing with assistive technologies are still needed for a more complete assessment. Overall, the findings indicate that public information disclosure and technical website accessibility are different aspects of public information services. A high Monev KIP score does not necessarily indicate good website accessibility. Therefore, PPID website managers need to improve accessibility based on the

identified problems and conduct retesting after improvements are implemented to ensure better access to public information for users with different accessibility needs.

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