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| **35th APT Standardization Program Forum (ASTAP-35)** |
| 17–20 April 2023, Bangkok, Thailand | 20 April 2023 |

Working Group on Service and Application (WG SA)

**Questionnaire on status of the APT countries’   
mobile accessibility**

**Section 1: Elementary Part**

1. **Introduction:**

The survey is designed to assess the mobile landscape in various countries for the purpose of improving mobile accessibility. Through this, we will understand the situation in each country and plan to incorporate the findings into future enhancements of the accessibility guide.

1. **Objective of the Questionnaire:**

This survey aims to analyze the information environment in these countries and incorporating the findings into the guidelines, the report seeks to improve mobile accessibility in Asia-Pacific countries and contribute to reducing the information gap.

1. **Responsible Group:**

Expert Group on Accessibility and Usability (EG AU)

1. **Rapporteur of the Questionnaire:**

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| --- | --- | --- |
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1. **Meeting at which the Questionnaire is approved:**

ASTAP-35

1. **Target Responders:**

The APT Member countries’ accessibility experts from administration or government agencies who are interested in ICT accessibility for persons with disabilities (PWDs) are the target responders.

1. **Deadline for Responses:**

December 31, 2023

***Note to The Recipient of This Questionnaire:***

*Please forward this questionnaire to appropriate accessibility experts in your country for efficient and accurate results. If you are not sure who would be the best person in charge to answer this questionnaire, please consult with the rapporteurs of the Questionnaire. The rapporteurs may suggest applicable experts in your country based on their accessibility expert network of Asia-Pacific region. Contact information of rapporteurs is addressed in Section 4.*

**Section 2: Questionnaire Part**

The following survey content is designed to assess the mobile landscape in various countries for the purpose of improving mobile accessibility. Through this, we will understand the situation in each country and plan to incorporate the findings into future enhancements of the accessibility guide. While the collected data will be used for statistical purposes, individual country situations will remain confidential.

1. Does your country have a national or public agency responsible for accessibility? If so, please provide information about the agency.

1) Yes: (Agency name: )

2) No

2. What is the mobile device penetration rate per capita in your country?

( %)

3. What is the percentage of persons with disabilities in your country's population?

( % )

4. What is the percentage of elderly persons (age 65 or older) in your country's population?

( % )

5. What is the illiteracy rate in your country's population?

( % )

6. What are the main causes of the mobile information gap in your country?

1) Online information environment (Internet, networks, etc.)

2) Penetration of mobile information and communication devices

3) Education for using information and communication devices

4) Computerization of national/public services

5) Level of information service development by companies

7. Does your country have guidelines or standards for improving mobile accessibility at the national level?

1) Adopting and using international standards or guidelines

2) National standards or guidelines exist

3) Developing national standards or guidelines

4) No national standards or guidelines

8. Does your country guarantee accessibility by law to improve information accessibility?

1) Guaranteed by law

2) Guaranteeing by law in progress

3) Not guaranteed by a separate law

9. Do you think the distributed mobile accessibility guidelines are helpful for improving accessibility in your country?

1) Very much

2) Yes

3) No

4) Not at all

10. If you have any suggestions for improving mobile accessibility, please let us know.

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11. Please provide your affiliation and name.

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**Appendix 1. Draft mobile application accessibility guideline**

