MONASH University

MONASH INFORMATION TECHNOLOGY

HUMANISE

AN ANALYSIS OF USER REVIEWS FOR eHEALTH APPS

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At a glance

Goal

Provide insights and guidance to help developers identify issues raised by users of mHealth apps through their reviews and ratings.

Strategies

- Extract, analyse and translate user reviews of eHealth apps to understand their problems.
- Compare user satisfaction levels across different eHealth apps to determine areas for improvement.
- Provide recommendations for eHealth app developers to help them actively address user issues.

Key outcomes

Extraction and analysis of reviews

We automatically extracted and translated over 5 million user reviews for eHealth apps which were classified into 14 aspects such as UI/UX, connectivity, logging in, privacy and updates.

User satisfaction issues and improvements

We compared user satisfaction levels across different subcategories of eHealth apps and identified key issues and areas of dissatisfaction.

Guidelines and tools for mitigating issues

We developed guidelines and tools to help eHealth app developers identify user issues before releasing apps or updates, minimise future risks and uphold better engineering practices.

Further insights

In our review of all eHealth subcategories, women's health apps stood out as the highest-rated subcategory.

There were major privacy concerns, with 55.82% of eHealth users who gave one-star ratings raising privacy issues.

We identified various flaws and problems within Fitness Activity Tracking Apps and other subcategories leading to low ratings.

Key facts

More than 30% of adults are deemed insufficiently physically fit (WHO)

61% of people who started using eHealth apps have significantly increaseed their physical activities.

Despite 318,000+ mHealth apps currently in market, there is little evidence to prove they are working as intended.

Unlock the full potential of your apps

Contact Omar Haggag or scan the QR code to partner with us.

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