I frequently browse the website Reddit and have been a subscriber to the subreddit r/spotify for several years. If you are unfamiliar with Reddit please refer to: https://en.wikipedia.org/wiki/Reddit. I thought that the r/spotify subreddit would be a great source of data for finding issues that users experience while using Spotify as a good number of posts focus on that.

I read through the most upvoted posts on r/spotify from the past month and found the most frequently brought up Spotify user experience issues posted on there. I limited it to posts that had at least 150 upvotes because I figured the 22 issues I found were a good amount for this project.

Here are the results of the project - (Note that "upvotes" are equivalent to the amount of other Reddit users that agree with the particular post or comment) :

The most frequently brought up Spotify user experience issues posted on r/spotify subreddit within the last month (for posts with > 150 upvotes)	
Reddit Upvotes	**Issue** *Reddit posts are marked in a **yellow box** while the comments are marked in a **red box** (the **yellow-boxed** posts will have more upvotes than the **red-boxed** comments because of increased visibility)*
614	**Spotify app crashes frequently (mainly on iOS and Android but also desktop)**
601	**Users frequently complain about the loading times being very slow mainly on the mobile app but also the desktop version in some instances**
601	**Users want sort and filter options for playlists on Android and iOS to be brought back**
601	**Android users request that the app displays what song you are listening to when you go to "Edit Playlist"**
601	**To be able to remove the current song from the playlist on the listen screen instead of having to scroll and find it manually**
601	**When playing an audiobook have it automatically save the location of where you are at in the audiobook**
340 post / 254 comment	**Users request more variation with the playback of different songs in playlists when "shuffle" mode is on. "Shuffle" mode seems to play the top and newly added songs more often than the other songs in the playlist lower down and older.**

227	**Remove Facebook from a Facebook created Spotify account (for users who want to delete Facebook but not lose their Spotify account / music history and suggestions)**
226	**Replace "Genius" with song lyrics / option to disable "Genius"**
172	**Spotify app continues to try connect to Waze when hooked up to their vehicle after the request has been cancelled before**
109	**Users feel that changes being made to the app have been useless and decrease usability**
95	**When the track is paused via Bluetooth headphones the Spotify app crashes**
55	**Users want to see new releases from every artist, not just the ones they listen to**
51	**Introduce a more immediate and noticeable way to "turn off videos" and "turn off canvas" for users**
50	**The "connect Waze to Spotify" pops up without Waze being installed**
17	**Being able to download a song right away instead of the extra work involved of saving it / adding it to a playlist**
12	**Have a "do not show" option for the "Behind the Lyrics" while song is playing**
10	**Get rid of the 10,000 track library download limit**
10	**Make the uploaded local songs accessible from any device**
4	**Users feel that the customer service team does not listen to them**
2	**It has become difficult to follow friends on mobile and share songs with them**
2	**Spotify app randomly switches songs in the middle of playing them**

Sources:

https://www.reddit.com/r/spotify/comments/ae4gbh/why_spotify_sucks_in_2019_on_android/

https://www.reddit.com/r/spotify/comments/aku6tb/spotify_has_been_hot_garbage_for_the_past_month/

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https://www.reddit.com/r/spotify/comments/af4onh/spotify_needs_to_fix_their_shuffle_feature/

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https://community.spotify.com/t5/Live-Ideas/Facebook-Remove-Facebook-from-a-Facebook-created-Account/idi-p/4522818