

Name: Age

<Files\\EU-1> - § 1 reference coded [5.47% Coverage]

Reference 1 - 5.47% Coverage

¶159: One of the problem in the app (eHealth app developed by Bangladesh government) is reported by my patient is that the app crashes during pick time and is not suitable for the elderly people. Actually, it is well accessible to the people with the good health condition, but not appropriate for not disable people (physical, visual and hearing). Also one major challenge is to support users with delays, for example you have register with this app for a Vaccine, but how can one use this if that person have learning delays.

<Files\\EU-2> - § 1 reference coded [3.25% Coverage]

Reference 1 - 3.25% Coverage

¶180: Ohh one more things is the cost related to this, you can say living situations and educational attainment. For example, most of my friends and family are highly educated and they don't have much of the difficulty to use such apps, but how the app collect data present information is bit difficult for some users who are not technologically proficient. For example, it show some numeric parameters for stress level, so how a user of mid 60's like my mother could understand these unless they get educated on the app working process.

¶181:

<Files\\EU-3> - § 1 reference coded [0.89% Coverage]

Reference 1 - 0.89% Coverage

¶159: Then user age, I was possibly mature enough to understand the meaning, but for the young user, it could create more confusion.

<Files\\EU-4> - § 1 reference coded [9.90% Coverage]

Reference 1 - 9.90% Coverage

¶156: I found, one is elderly people usability and another one is users with limited technological proficiency. For example in PT Victoria app, there is any problem. Let's say a station is underwater and bus replacement is going on. Now, if you put your destination during start of your journey, it does not show that there is a problem, it is hidden there, it just shows an exclamation mark. Then if you click on the mark, only then you will see that something is going on, like station is affected temporarily and bus is replacing. This is problematic for the elderly users and for the people who are not that much associate themselves with technologies, or even people who newly arrive in Australia for the first time and using this app. This issues is valid for a health app, say for booking reminder. So, I think these things can be improved in overall mobile app

¶157:

<Files\\EU-5> - § 5 references coded [10.35% Coverage]

References 1-2 - 4.83% Coverage

¶147: Then, the age of the user. A children or senior citizens are not that much used to with using apps and hence faces problems, for example people who has vision problems. Then mentally or physical challenged people can't the app that I mentioned. The manufacturer don't consider these types of users issues at all during development.

Reference 3 - 1.61% Coverage

¶163: Actually, if I talk about my family, the elderly people like my parents are still not using any of health app.

References 4-5 - 3.91% Coverage

¶165: Then, one of my friends suggested me the app that I mentioned, and she said that, it's, it's good, you can use it, and you can see the results. So yeah, peer to peer advertising works in that case, especially for the mid age user. But the for elderly users it doesn't.

<Files\\EU-6> - § 1 reference coded [3.71% Coverage]

Reference 1 - 3.71% Coverage

¶151: These are important, because it creates lots of mental distress. So I think app admin should have put some filter to filter out this kind of information, scam, news, picture, that are particularly harmful for the children.

¶152:

<Files\\EU-7> - § 4 references coded [12.20% Coverage]

Reference 1 - 4.11% Coverage

¶147: Then, we also observe some issues with elderly users, specially with the culture. For example, patient can express the level of pain while conversation. Let consider one patient have a mild stroke. These app aims to support these patients as well. However, there is no scale associate with it to measure the consciousness or reflection capabilities of that particular patient.

Reference 2 - 2.83% Coverage

¶154: Secondly, the older user can use the different section of the app properly may be due to less knowledge in mobile app usages. They always prefer to talk over phone rather than giving input parameters. Hence, voice controlled working would be more appropriate.

Reference 3 - 2.21% Coverage

¶164: Then for the children and older users if the app use some sort of related icons than actual text for different symptoms and different filed of the app, then it would be much easy for then to understand.

Reference 4 - 3.05% Coverage

¶177: First, we discuss why we are not able to make general people interested in the health app. Actually we found most of the existing health app users are young and mid age people, from 25-45 years. It means, there is a gap, and most probably it is about the ease of access and use.

<Files\\EU-8> - § 2 references coded [12.74% Coverage]

Reference 1 - 7.31% Coverage

¶167: sometimes, I feel that normally my mum and dad don't like to use health apps, because it's somewhat difficult for them to handle, there are a lot of things in the app for them to manage in the app. Overall, you can these apps are not user friendly for the elderly users. So they won't use that kind of app much. They want to track their food intake and all those things, they won't be able to track, like you said, because it's like, too much of work for them as 50+ aged users. For example, they have to log in, and then they have to create their account, then add all those things, it too much for them. So they won't do that.

Reference 2 - 5.43% Coverage

¶169: I should clear one thing is that, I didn't find huge differences while using the health app and apps from other domain, like facebook, WahtsApp. But, it seems there is big a difference between the health app and other apps for the elderly users. Like, my mom easily use WahtsApp and Facebook, but even after I teach her how to user use the health app couple of times, she doesn't seems to like it, I should say use it properly. So that is the difference as I feel.

¶170:

<Files\\EU-9(10)> - § 1 reference coded [5.19% Coverage]

Reference 1 - 5.19% Coverage

¶142: In the app I found there is one major problem related to tracking the data. As I said, I mainly used this app for tracking of my several issues, I found tracking is difficult. Moreover, I can't change the tracking features. So, I think it will be more difficult for the elderly people as well as for the person who are not tech friendly.

¶143:

<Files\\EU-9(11)> - § 1 reference coded [4.42% Coverage]

Reference 1 - 4.42% Coverage

¶122: we tried to make different modules for elderly users, or try to use different model for children or the people below 18 years old. For example, some people really don't have this enough knowledge about using mobile apps and how to get the best of from it. Some people cannot really read English in terms of Bangladeshi context. So we faced issues to implement a Bengali version of our app, you know, in other countries, they might need to implement another their countries or you know, the own our own language base app. One issue is this language barrier we're facing, and we're trying to implement a multi-lingual support system. And for elderly people, we are trying to create a different model that they can use easily. This system currently running to the doctors end as pilot project, but we are getting good response

Reference 1 - 4.81% Coverage

¶84: Then there are some gap with the application developer and users. Generally the developers are younger people than the user who could be really old like over 80 years old. So, it is hard for the developers to get the understand of some of the issues what these old users are suffering. I think if we can reduce the gap of understanding of some issues between these two parties that will be very helpful.

¶85: