Name: Usability

Reference 1 - 4.23% Coverage

¶45: I didn't come across many mobile apps, i.e. health apps offered by companies say from, Eastern Europe or Middle East, so I can't tell you whether they look different or not. But those from English speaking countries, they all kind of have stereotypical. every user that they assume have the same language command, the same preferences in interface and I think it's kind of limiting the choices that people have. It could also make people use or not use the system a day, all the images being kind of white men irritates women in particular, whether it will be the most beneficial to, for others to use

Reference 2 - 5.95% Coverage

¶49: Then what I also found interesting, like in COVID, in particular, I think Australian government realized earlier last year, especially cultural minorities don't get the messages, and they tried to translate information in multiple languages. Sometimes I get messages about COVID, on my mobile phone in Russian. I don't know who translates them, because we just don't speak Russian this way. So just using language, kind of issues, because they use Google Translate or something like this. But I can tell you, some of the messages are even more confusing than if they were in English. So what I think is needed is, if somebody decides to develop a culturally aware tool, they have to work with communities, and they have to bring native speakers in creating the messages in the way that they kind of become more appropriate for that user group.

Reference 3 - 0.53% Coverage

¶70: It was mostly accessibility and the usability of it that was a problem.
¶71:
Reference 4 - 3.64% Coverage

¶80: I abandoned the registration process in the middle of a health app, because I felt that they are kind of digging too deep into collecting too much of my personal information.
¶81:
¶82: Then, similarly, when it comes to people affected by certain conditions, and especially mental health and things like that, you don't really want to make people more stressed than they already are in, so there should be a balance, how much personal information as opposed to just necessary information you're looking for an app usages.
¶83:

Reference 1 - 10.02% Coverage

¶56: Two issues 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

¶57:

<Files\\EU-5> - § 2 references coded [10.64% Coverage]

Reference 1 - 10.07% Coverage

¶41: For the human centric issues, I want to pick up firstly is language. Then, I would also like to say social condition, because language is a huge barrier, many people are still not fluent in English. But, these apps are not always available in the in native language other than English and hence many users are not using this app appropriately as they don't know meaning of some word, sections and text. I mean they will face difficulties while using this app, because this app wants to know about your weight your height, what are your expected goals and many other stuffs which will meet, which we might find easy, but people who have very little knowledge in English will find it difficult.

Reference 2 - 0.57% Coverage

¶51: Then, usability for all type of users.

<Files\\EU-7> - § 1 reference coded [2.74% Coverage]

Reference 1 - 2.74% Coverage

¶54: 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.

¶55:

<Files\\EU-8> - § 1 reference coded [2.71% Coverage]

Reference 1 - 2.71% Coverage

¶48: Apart from that I think only the issue is with that interface, how they project things that I input in the app. The interface was problematic and not easy to go, other than that I didn't find any other like troubles using that app.

¶49:

<Files\\EU-9> - § 2 references coded [9.38% Coverage]

Reference 1 - 7.17% Coverage

¶50: I can share one more experiences related to usability. I use a smart watch to monitor my sleep, step and calorie etc. The problem is with the light of wrist band, especially during night time. For example, I found the color of light is very much disturbing, and sometime I fell when color comes to my, sudden issues comes in, like headache, pain in my eye. Thus, I believe the manufacturer don't consider this issues when developing the app and corresponding hardware.

¶51:

Reference 2 - 2.22% Coverage

¶55: The two app I used, I found color contrast ratio is not suitable. For example, Samsung app have a problem in color, especially during night time.

<Files\\EU-9(10)> - § 2 references coded [7.13% Coverage]

Reference 1 - 5.19% Coverage

¶42: 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.
¶43:
Reference 2 - 1.94% Coverage

¶56: I think the usability as per definition you provided in the survey. Some of the feature is need to modified for proper usages.

<Files\\EU-9(11)> - § 1 reference coded [1.45% Coverage]

Reference 1 - 1.45% Coverage

¶67: In Meditor we found many people dial a phone number want to talk with the doctor. This is the most easiest part of our service, anyone can call at any time t get telemedicine service instantly. For this purpose we have to manage the a good number of human resources.
¶68:
<Files\\EU-9(12)> - § 1 reference coded [5.07% Coverage]

Reference 1 - 5.07% Coverage

¶45: While using this app I have faced some physical and mental challenges, for example the security of my data was a big concern and I think the language is too complex for me, some simple language would be helpful in this section (app information for the usages). If I overcome these two, then maybe I can continue, but seems developers are paying attention to my concerns that I send them. So I removed that app after sometime.
¶46:
<Files\\EU-9(13)> - § 1 reference coded [20.07% Coverage]

Reference 1 - 20.07% Coverage

¶41: I think that this is one of the most language barriers and app usability.
¶42:
¶43: I work with a pediatrics doctor. In this work, I need use an app to monitor the children development regarding if they had any mental health issues, whether they need any extra help, if the kid had any speech delay and so on. While using this app I found the language of the app text as well as how they present the recommendation is bit complex. Even after working more than a decade, I found some of terms are difficult to go, especially to let that information pass to the guardian of the children.
¶44:
¶45: For example, using the app we can measure whether the children need any occupational therapy or not. For example child X need this based on some of the capture data. However, when we

discussing these data with parent of X for the consent purpose, we found the same thing can actually be represented in more simpler manner.

¶46:

¶47: Then, sometimes we feel that the app is not appropriate for most of the children and for their parent, although is designed for them. I believe they (the app inventor) need to be more specific about the objective and follow some of existing mechanism to define this, which in results reflected in its design.

¶48: