



# Gojek

## Application Analysis

App ID: com.gojek.app  
Country ID: ID

Data Source from:



Swipe →

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# ■ Executive Summary

- 1. Introduction:** Application Current Rating and Total Reviews
  - Total Rating: Showing Distribution of Rating
- 2. Overall Rating Analysis:** Exploratory Rating Analysis from the last **5.000** user reviews
  - Average Rating across Time: Showing the app average rating across months
  - Average Rating across Version: Showing the app average rating across versions
- 3. Overall Review Analysis:** Exploratory Rating Analysis from the last **5.000** user reviews
  - Total Review across Time: Showing the
  - Total App Reviews across months
  - Total Review across Version: Showing the
  - Total App Reviews across versions
- 4. Review Sentiment Analysis:** Exploratory Rating Analysis from the last **5.000** user reviews
  - Review Sentiment: Showing Distribution of Review Sentiment
  - Review Sentiment across Time: Showing Review Sentiment across Months
  - Review Sentiment across Version: Showing Review Sentiment across Versions
- 5. Review Language Analysis:** Exploratory Language Analysis from the last **5.000** user reviews
  - Total Review by Language: Showing Distribution of Review Languages (ex. ID, EN, other)
- 6. Extreme Review:** Showing 3 Most Extreme Review from the last **5.000** user reviews

# ■ Introduction

*App Name : Gojek - Ojek Taxi Booking, Delivery and Payment*

*App ID : com.gojek.app*

*Country ID : ID*

*Current Date : August 10, 2021*



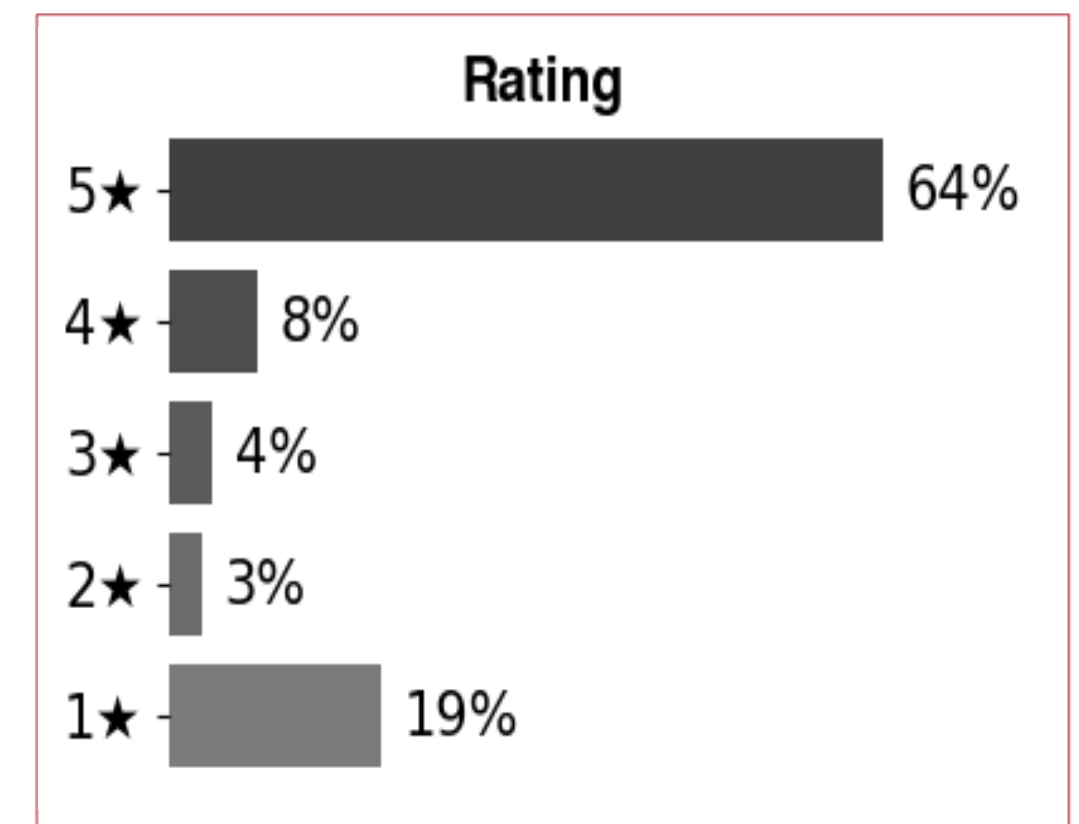
## 4,081,341

**Total Reviews**

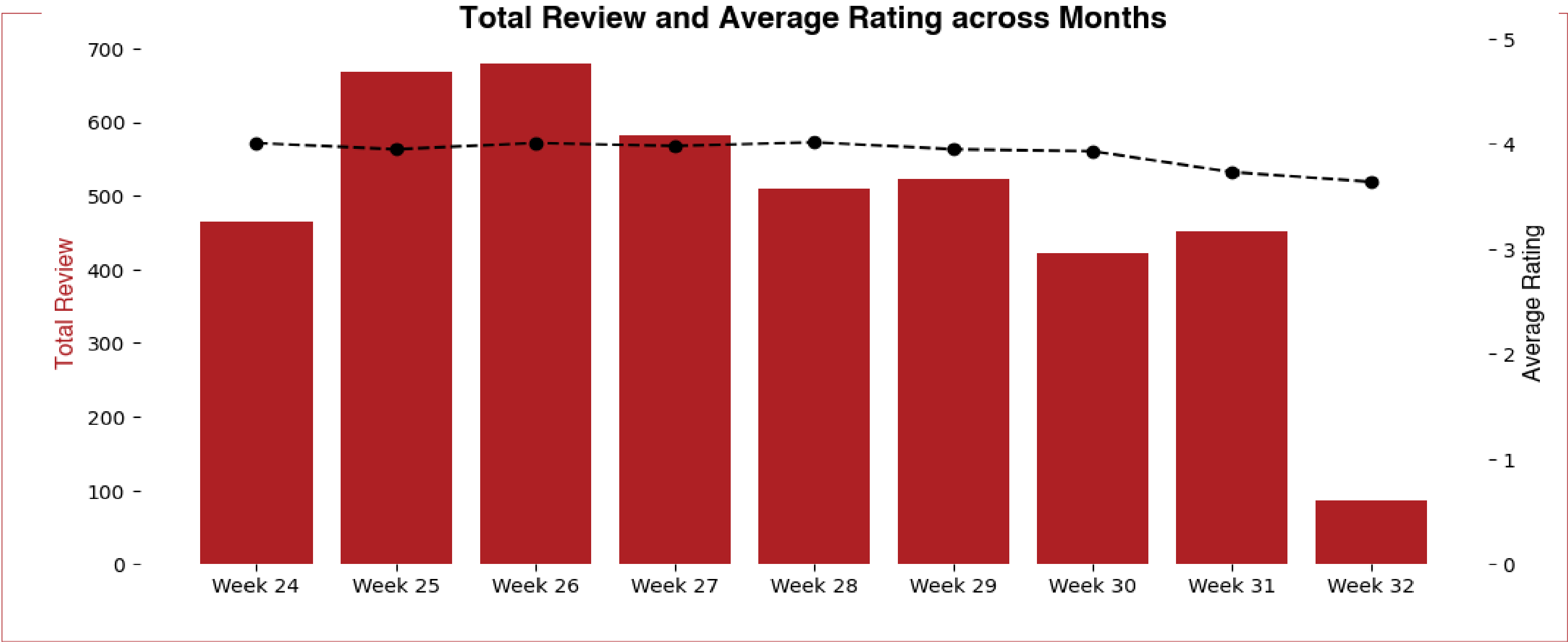


## 4.5

**Avarage Rating**

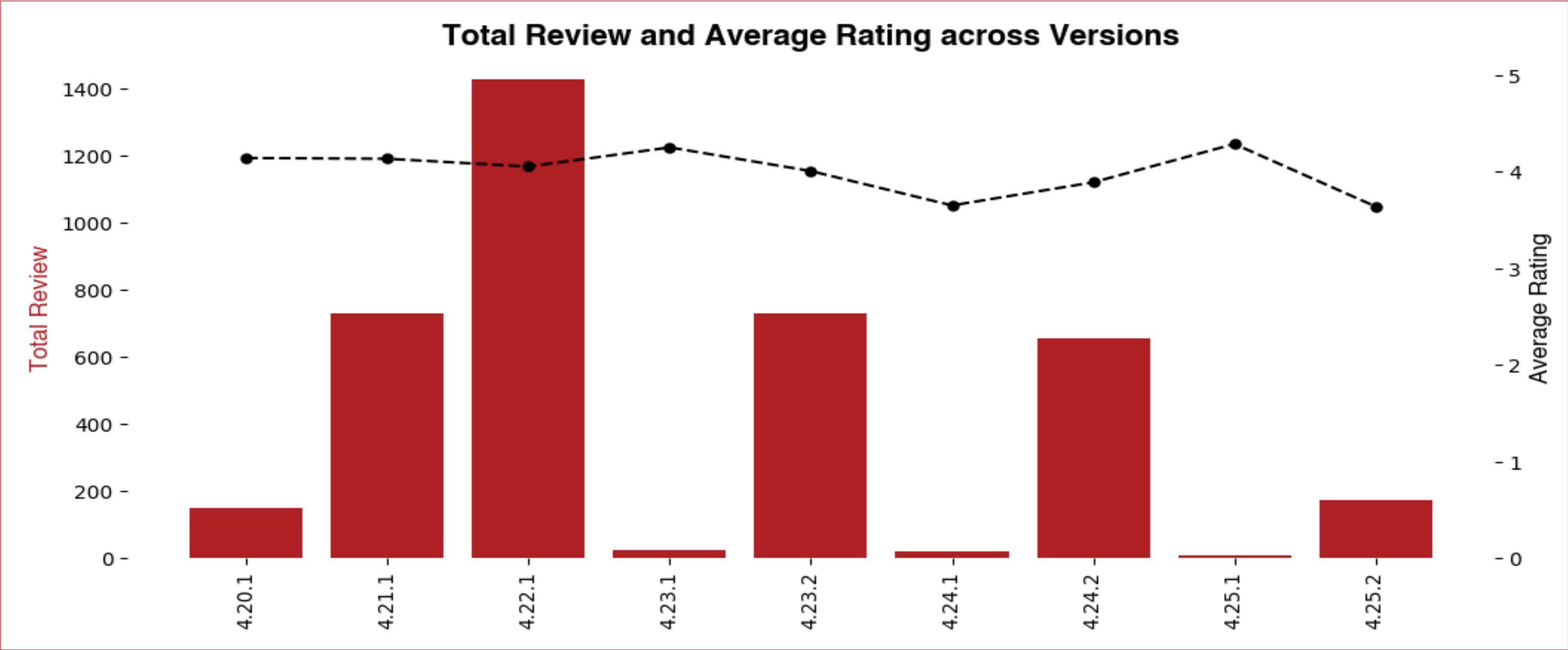


# ■ Review Analysis by Time



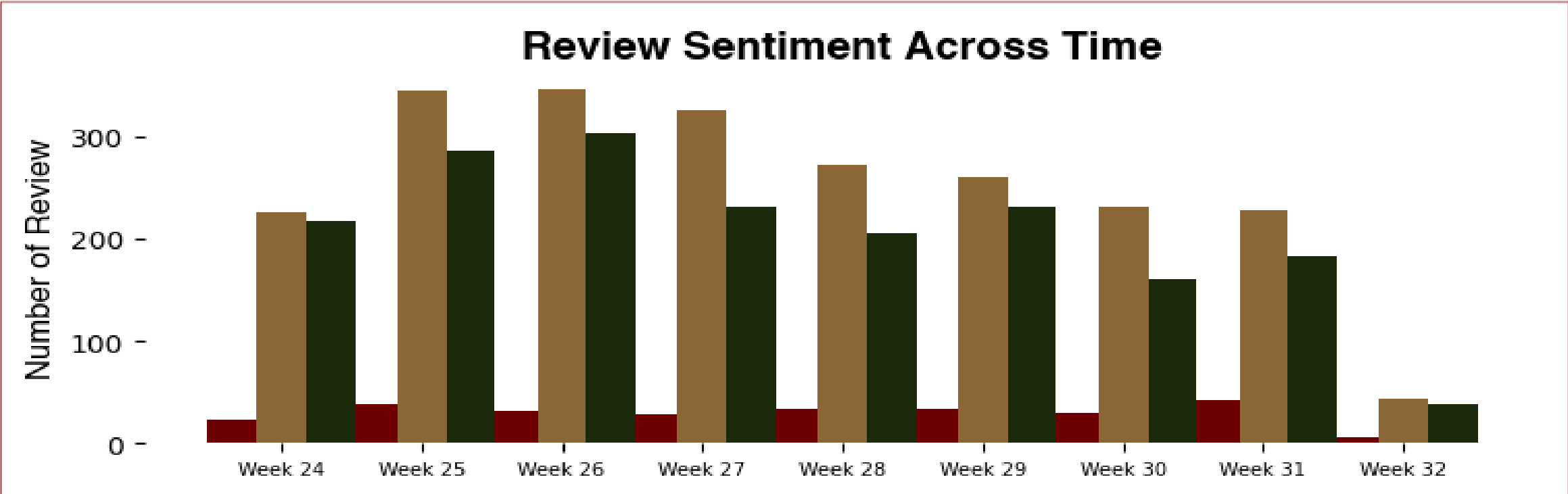
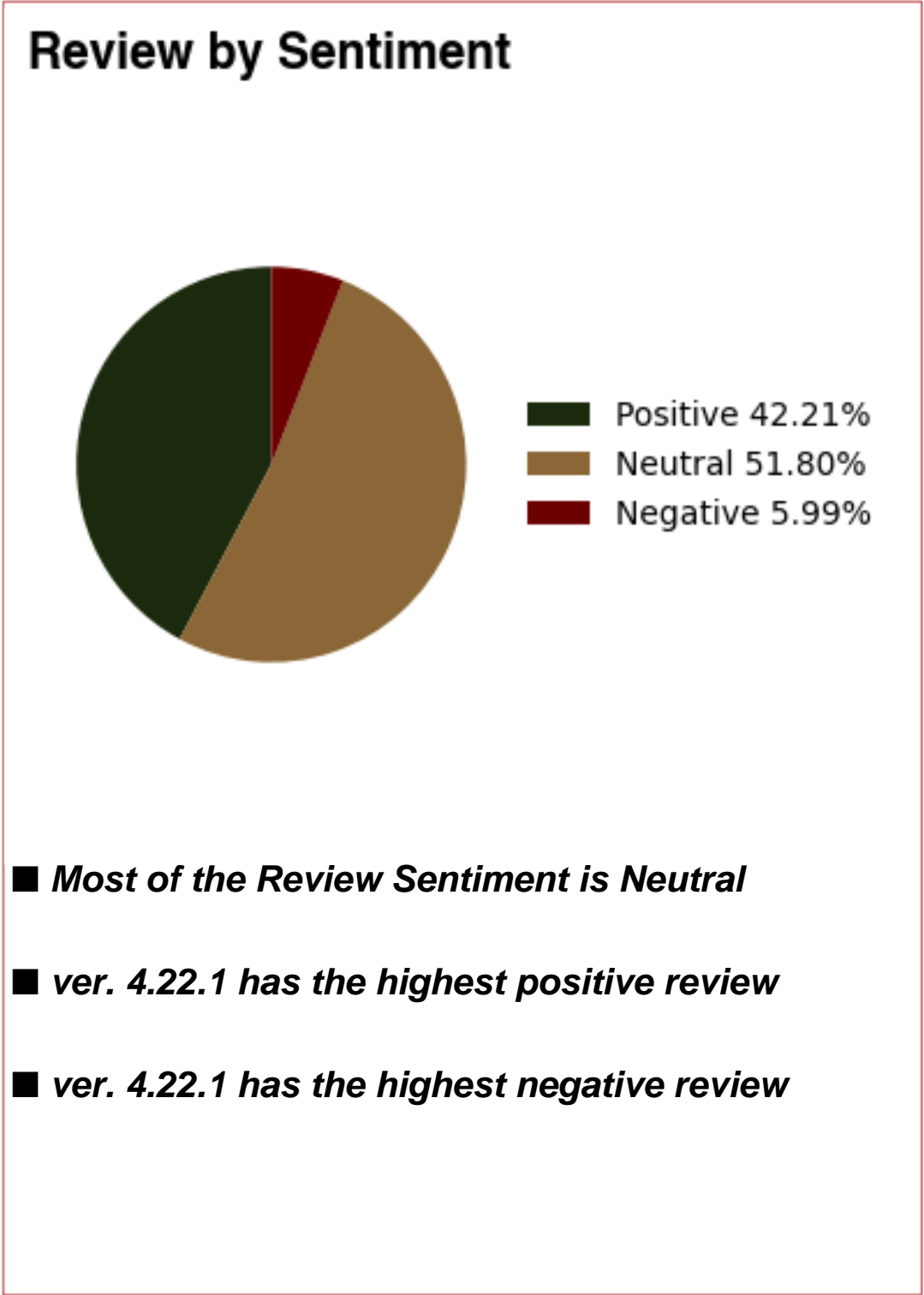
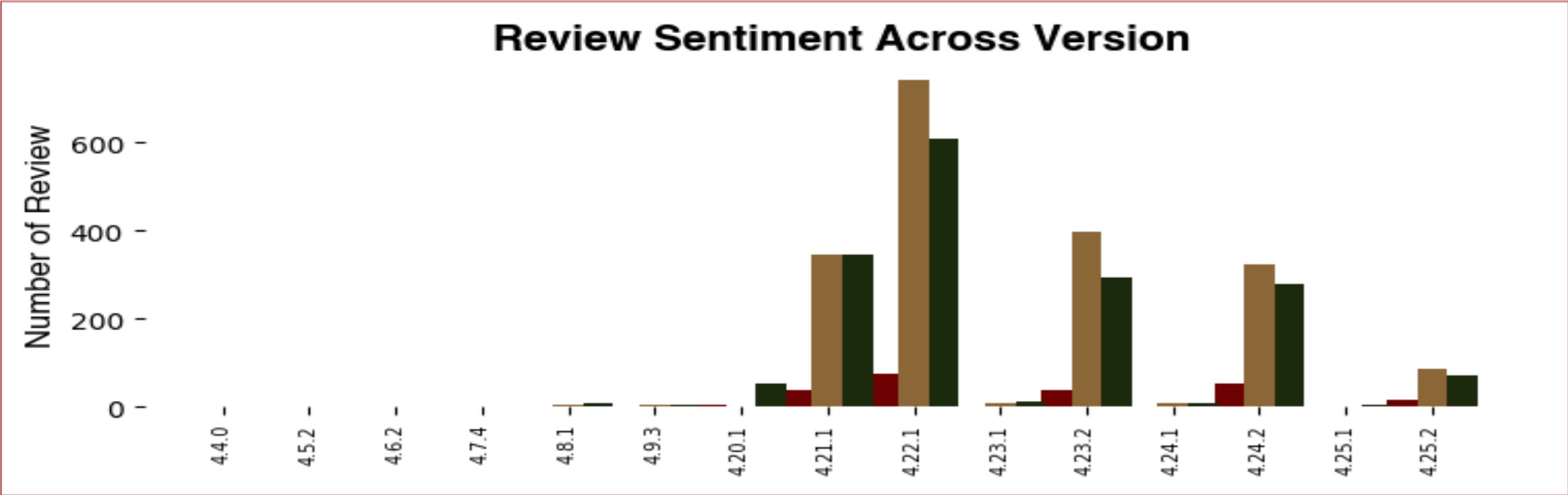
***Week 26 has the highest number of review (679)***

# ■ Review Analysis by Version

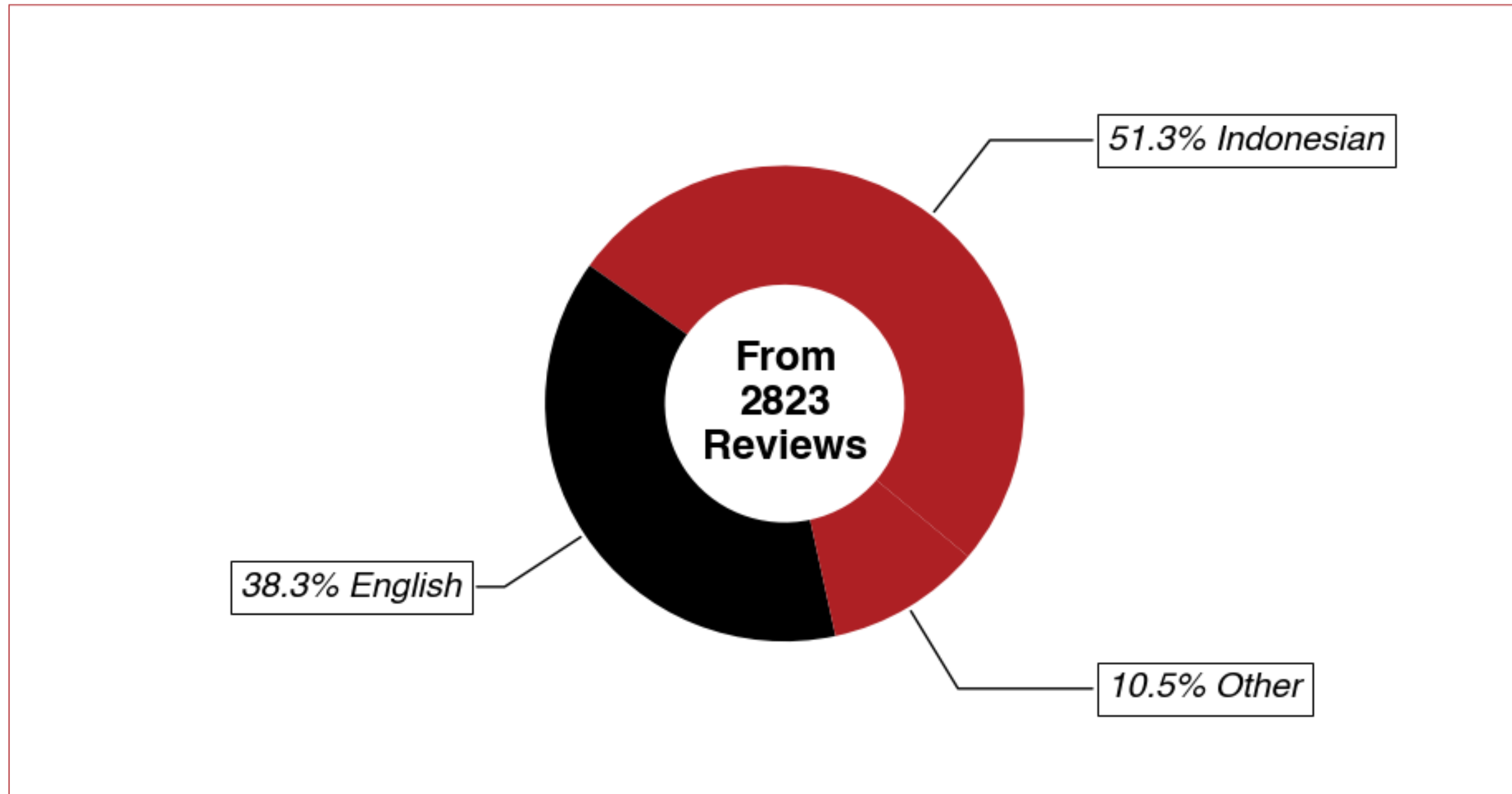


***ver. 4.22.1 has the highest number of review (1428)***

# Sentiment Analysis



# ■ Review Language Analysis



***Indonesian is the most used language in the reviews***



# ■ Negative Reviews

Reviews	score
I'm <b>disappointed</b> with Gojek. My Gopay Status has been downgrade to unverified Gopay Account. The reason is my ID is not registered in Dukcapil. I think it's <b>a silly reason</b> , I call the Dukcapil CS to make sure and the answer is my ID is VALID and <b>ACTIVE</b> . I has been registered in verified Gopay for years and the rejection just came up <b>few</b> days ago. I still have Balance in Gopay and can't transfer to Bank Account. I already call and email CS but the...	-1.0
The latest version is actually not so <b>bad</b> , it's a lot better now than the first time Gojek change the overall look of the app. <b>However, I found one quite annoying thing</b> on the restaurant page of Gofood while you're using the search feature. The search column will automatically disappear when you delete what you type so you have to tap the Binocular icon again every <b>single</b> time you want to change your search. <b>Small thing</b> indeed but <b>quite annoying</b> ,...	-0.6
Haven't use this app for a while so this might not be a problem for anyone else. I want to transfer some gopay to my friends and I didn't know I have to sign up for gopay plus in order to do that. <b>The annoying part</b> is that requirement pops up on the final stage of <b>transferring gopay</b> . So I just found out about that when I already top up some amount of gopay to transfer it and that's <b>annoying</b> as hell	-0.43
before the fare is customer friendly. lately is very not make sense. when restaurant only charge 10k for delivery with range 5km and you charge 15k for <b>less then 1km</b> ? the points no longer can be exchange. gopay do well for discount. but the rest is still <b>average</b> for now. and its my 3rd time face scam driver who end my trip in 1 min without showing up All gojek doing <b>is saying we are sorry</b> and nothing. Just the same company as blue bird. We are s...	-0.43
I'm <b>sorry</b> to say this, but my biggest issue with this app is always <b>INACCURATE LOCATIONS</b> . Its often occurs and <b>its inconvenient</b> . I cant set my specific location such as my home. Everytime I tried to set them, it always pinned to my neighbor's home. Or the street. Setting it in maps also not much of a help. Not just me, but also my colleagues when we tried to order food from office. There are times my friend had to walk the street outside the offi...	-0.31

# ■ Positive Reviews

Reviews	score
<b>Great experience</b> using the app. Took me a while to find out where the other info are like promo, account & payment, etc. (The 4 dots). Otherwise, <b>very easy</b> to use. Drivers are on time. Shows ETA & map of driver en route to you. Prompts you before driver's arrival & when they've reached. Even gave <b>2 free vouchers</b> (up to S\$15) for trips either to or/and from COVID-19 Vaccination Ctr (valid 27 May - 31 Aug 2021)! Thank you!	<b>1.0</b>
<b>Gojek excellent app.</b> Satu yang perlu bagi saya ingin tambahkan yaitu pada alamat pengiriman harus ada alamat tetapnya, dan tambahan alamat lainnya sudah terdaftar. Sehingga pada saat order gofood atau service lainnya nggak perlu ribet nyari <sup>2</sup> alamat lagi. Jadi tinggal klik alamat pengiriman. Kenapa saya concern disini, oleh karena saya sering orderin istri dan anak makanan kalo saya lagi diluar wilayah.	<b>0.72</b>
I studying in Korea now while my mom in Indonesia. But because of Gojek, I can send <b>her favorite food</b> to my mom through <b>her favorite food</b> which I order on Gojek. Especially in this pandemic situation, I beyond relieved that my mom doesn't have to go outside often, because we can order ready-to-eat food and <b>fresh</b> ingredients on Gojek. I would like to say thank you <b>very much</b> for taking part in taking care of my mom	<b>0.57</b>
So <b>far</b> , I have used Gojek practically all the time, as your pricing is usually the <b>most</b> competitive. And you even offer to drive us for our vacation <b>free</b> of charge. However, I note that the list of locations are as per Ministry of Health on 21st May 2021. That was before MOH approved in June 2021 the use if Sinovac vaccine via <b>the Special Access Route</b> . I wonder if you would consider including the 24 clinics offering the Sinovac vaccine via the SA...	<b>0.43</b>
If i can suggest, the tips option should be made flexible so the customer can give with the ampunt that they are <b>comfortable</b> with. The lack of flexibely in the tipping amount made me decided not to tip or sometimes giving the tip in cash. Also, your system in choosing the driver is not accurate. I got <b>more than 2 km</b> ( <b>more than 2 km</b> ) most of the time while there are <b>many drivers</b> that is waiting for orders <b>near</b> me (less than 500m). You shpuld renew ...	<b>0.43</b>

## Keyword: customer service

Average Sentiment: **-0.01**

Average Rating: **1.57**

Total Reviews: **5** from **49**

Reviews	Polarity Score
The Customer Service team sucks, especially the lady named as Hamida and a guy named Andik, also SAGARA. During PPKM, the driver asked to cancel the ride multiple times, and thus my account was blocked. The chatting system did not reply at all, all messages are left unattended, and it happened many times without proper handling! They close your ticket as they did...	<b>-0.05</b>
Gopay error terus. Saldo masih banyak. App sudah latest version. Tapi opsi Gopay gak muncul di payment option. App memaksa untuk pakai paylater atau kartu kredit tapi setelah itu bahkan option payment itu juga gak muncul. Lalu dipaksa bayar cash. Setelah sekali pakai cash lalu tidak ada option payment yang muncul. Ini kenapa coba. Customer <b>service</b> gak bisa ditelp...	<b>0.5</b>
Not sure why, but the call option to call driver for completed food is gone. So if your food is not delivered toward your address, then the only option is chat. But the driver did not read the chat. Then you can try to contact the NON-EXISTENCE <b>customer service</b> , no respon . Try to call the Gojek number THAT IS NOT WRITTEN ON THE APP. Told to wait for the issue. ...	<b>-0.25</b>
I think I am so done to order food from this app especially with Online Debit. 2x my transaction canceled because of server busy and never refunded, waited for a week still got nothing. Bad <b>customer service</b> as they didn't ensured me or giving a clear response, only ping pong-ing me. I imagine I am not alone having this issue and this may cost people lost their mo...	<b>0.15</b>
Makin lama aplikasi gofood makin ngaco, brngny ud ditekan pesan tp di bagian keranjang msh muncul dan di bagian order ngak keluar. Membuat orng berpikir bahwa blm terorder. Selang 30 menit malah keluar 2 orderan dan tidak bisa dicancel salah satunya, sangat sangat mengecewakan atas update kali ini, sudah minta bantuan dr <b>customer service</b> memang ud dicancel tp dr a...	<b>0.0</b>

## Keyword: good service

Average Sentiment: 0.7

Average Rating: 4.68

Total Reviews: 5 from 31

Reviews	Polarity Score
The app the system is <b>good</b> , but the customer <b>service</b> is so bad that is doesn't even deserve 1 star. No problem solving whatsoever just template robotic answer that stating the obvious thing and only a waste of time.....	-0.07
So far so <b>good</b> , I wish I can enjoy gojek <b>services</b> wherever I go.... Such as in Malaysia, Singapore, Japan, Europe, even in Saudi Arabia ....	0.4
the customer <b>service</b> didn't even bother to resolve my wrong received <b>goods</b> and closed the case instead without any solution...	-0.3
This app has been helping me and never disappointed me so far, thanks. Keep the <b>good</b> work and improving the <b>services</b> ...	0.92
Always a Good Service, but sometimes the rate up to the peak. Many of them change to other <b>services</b> provided....	0.89



## Keyword: free ride

Average Sentiment: 0.52

Average Rating: 4.41

Total Reviews: 5 from 27

Reviews	Polarity Score
Tried Gojek's vaccination promo. Initially it was <b>free</b> , (before surge time) but the <b>ride</b> took too long (approaching time said 6 mins but he took longer) and ultimately cancelled my <b>ride</b> . Thought to book again but the price surged and at that point I had to pay \$8 (which meant my actual trip fare would be \$23 and it wasn't worth the distance) didn't feel like the...	-0.01
Gojek giving more discounts compared to Grab. Today got <b>free ride</b> for my vaccination. I'm platinum user in Grab and never get <b>free ride</b> even once. Already start to use Gojek for all my travel. Keep up Gojek....	1.3
Really appreciate you all for giving the <b>free ride</b> to & fro for my vaccination Will definitely use Gojek more. Used Grab & they really surge the price for many trips. Will use Gojek more from now on ...	1.12
Thank you so much Gojek for <b>free ride</b> from the vaccination centervery nice and helpful driver especially the first one I will inform my friends also.....	0.29
Failed to detect Arena @ Our Tampines Hub as vaccination centre hence not able to claim the <b>free ride</b> . Update: voucher only show up after reinstall...	-0.12

## Keyword: friendly user

Average Sentiment: 0.45

Average Rating: 3.97

Total Reviews: 5 from 34

Reviews	Polarity Score
aplikasinya di tes ga si sebelum di rilis? payah banget <b>user</b> interface nya, ga <b>user friendly</b> , bingung sama menu2nya mau cancel order karena toko tutup ribet banget, mau aplot foto bukti yg dikasi driver eh ga dikasi menu nya, cuma bisa kirim foto yg diambil pake kamera, lha saya kan ga dilokasi gimana mau foto toko yg tutup??? kasian driver nya nungguin tolong un...	0.38
Update Juni 2021 : saya coba ulang fresh install, tetap saja tidak bisa digunakan aplikasi gojek ini, update bukannya semakin <b>user friendly</b> malah nyusahin, server selalu penuh, selalu dapat notif unusual device setup yang membuat saya bingung ada yang salah kah dengan handphone saya atau memang appnya hanya untuk handphone 2017 keatas saja? Menyusahkan ketika dib...	0.29
Sangat sulit menggunakan aplikasi ini, tidak <b>user friendly</b> , proses yang ribet dan sulit dimengerti orang awam, semoga ada perubahan besar dibagian design maupun pengalaman mudah memakai aplikasi ini...	0.38
Aplikasi nya tdk <b>user friendly</b> , sdh pilih bayar pakai kartu kredit tp tetap pembayaran pakai cash, tdk berubah, kalau Grab langsung berubah...	0.38
Stupid app not <b>user friendly</b> deducted my money even though i cancelled within the time frame. Scam...	-0.21

## Keyword: good work

Average Sentiment: 0.94

Average Rating: 4.73

Total Reviews: 5 from 15

Reviews	Polarity Score
This app has been helping me and never disappointed me so far, thanks. Keep the good work and improving the services ...	0.92
Very convenient. Prices are reasonably cheap and always gives coupons to the riders. Keep up the good work!...	1.48
The GPS tracking needs work and it would be good to not have to talk to the driver on every order...	0.7
Gojek is very helpful specially in times of pandemic situation. Keep up the good work Gojek...	0.98
How to skip referral code during register? App not working...not good...	0.0

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