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To my family,

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Chapter 1

Introduction

Healthcare systems around the world have changed considerably over the past two decades due to advances in information and communication technologies. Digital technologies have created new opportunities to improve healthcare accessibility, efficiency, quality, and patient engagement. One of the most important developments has been the growth of mobile health (mHealth), which refers to the use of mobile devices and applications to support healthcare services and public health activities. The widespread use of smartphones and internet access has enabled healthcare services to be delivered beyond traditional healthcare settings, making healthcare more accessible and convenient for patients (Choe et al., 2021).

mHealth applications are now widely used in healthcare systems worldwide. They provide a variety of services, including appointment booking, teleconsultations, access to medical records, medication reminders, health education, remote monitoring, and chronic disease management. These applications can improve communication between patients and healthcare providers, facilitate access to healthcare services, and support self-management of health conditions. As a result, healthcare organizations are

increasingly investing in digital health technologies to meet growing healthcare needs (Zakerabasali et al., 2021).

The COVID-19 pandemic further increased the use of digital health technologies. During lockdowns and social distancing measures, healthcare providers relied heavily on telemedicine and mHealth applications to continue providing healthcare services while reducing face-to-face contact. Consequently, many people used digital healthcare services for the first time and became more familiar with these technologies. This experience highlighted the important role that digital health applications can play in both emergencies and routine healthcare delivery (Ali et al., 2022).

Although mHealth applications have become increasingly popular, their success depends not only on their availability but also on users' experiences. Several factors influence whether individuals adopt and continue using digital health applications, including technical performance, usability, perceived usefulness, trust, privacy, and security. Applications that are easy to use, reliable, and secure are more likely to be accepted by users. In contrast, technical problems, poor usability, and concerns about

privacy or security may discourage continued use (Arafa et al., 2022; Zakerabasali et al., 2021).

In Saudi Arabia, digital transformation has become an important part of healthcare reform under Vision 2030. The Saudi Ministry of Health has introduced several digital health platforms to improve access to healthcare services and enhance patient experience. These efforts have contributed to the rapid growth of digital health services across the Kingdom and strengthened the role of technology in healthcare delivery (Alharthi, 2025; Al-Kahtani et al., 2022; Sheerah et al., 2024).

One of the most important digital health initiatives is the Sehaty application. Developed by the Ministry of Health, Sehaty provides users with access to various healthcare services through a single platform, including appointment booking, virtual consultations, laboratory results, prescription services, vaccination records, and health monitoring. The application played an important role during the COVID-19 pandemic by supporting testing and vaccination programs and facilitating access to healthcare services (Alzghaibi, 2025a; Sheerah et al., 2024).

Despite the widespread use of Sehaty, understanding users' experiences remains important. The long-term success of any digital health application depends not only on

the number of users but also on user satisfaction and continued engagement.

Identifying factors that influence users' experiences can help improve the quality and effectiveness of digital health services.

Previous studies have generally reported positive perceptions of Sehaty and other digital health applications in Saudi Arabia (Ali et al., 2022). However, some studies have also reported challenges related to technical performance, usability, privacy, and accessibility (Alzghaibi, 2025b). In addition, many previous studies focused on specific population groups or examined only selected aspects of application use.

Therefore, evidence regarding overall user perceptions of Sehaty among the general adult population remains limited. A comprehensive assessment of technical performance, usability, perceived benefits, trust, privacy, and security is needed to better understand users' experiences and identify areas for improvement.

Therefore, this study aimed to assess users' perceptions of the Sehaty mobile health application in Saudi Arabia. Specifically, the study evaluated technical performance, usability, perceived benefits, trust, privacy, and security among Sehaty users. The findings may help policymakers, healthcare administrators, and software

developers improve digital healthcare services and enhance user experiences in Saudi Arabia.

Problem Statement

The Saudi Ministry of Health has made major investments in digital health technologies as part of the healthcare transformation goals of Vision 2030. Among these initiatives, the Sehaty mobile health application has become one of the main platforms through which individuals access healthcare services, including appointment booking, virtual consultations, laboratory results, vaccination records, and prescription services.

Although Sehaty is widely used across Saudi Arabia, its effectiveness depends not only on the availability of services but also on users' experiences and satisfaction. Factors such as technical performance, ease of use, perceived benefits, trust, privacy, and security may influence how individuals interact with the application and whether they continue using it over time.

Previous studies have examined selected aspects of Sehaty or focused on specific groups such as healthcare professionals or young adults. However, there is limited evidence regarding overall user perceptions of the application among the general adult population. In particular, few studies have comprehensively assessed

technical performance, usability, perceived benefits, trust, privacy, and security within a single framework.

This lack of evidence makes it difficult for policymakers, healthcare administrators, and software developers to identify areas requiring improvement and to ensure that the application continues to meet users' needs. Therefore, this study aims to assess users' perceptions of the Sehaty application and provide evidence that may support the improvement of digital healthcare services in Saudi Arabia.

Study Objectives

General Objective

- To assess users' perceptions of the Sehaty mHealth application in Saudi Arabia.

Specific Objectives

- To describe the sociodemographic characteristics of Sehaty users participating in the study.
- To assess patterns of Sehaty application use among participants.
- To evaluate users' perceptions regarding the technical performance of the application.
- To assess the usability and ease of use of the application.
- To evaluate the perceived benefits of using the Sehaty application.
- To assess users' perceptions regarding trust, security, and privacy within the application.

Study Importance

This study is important because it provides a better understanding of users' experiences with the Sehaty application, one of the most widely used digital health platforms in Saudi Arabia. By examining users' perceptions of technical performance, usability, perceived benefits, trust, privacy, and security, the study offers a comprehensive assessment of factors that may influence user satisfaction and continued use of the application.

The findings may help policymakers and healthcare administrators identify strengths and areas for improvement within the Sehaty platform. The results may also assist software developers in improving application design, functionality, and user experience. In addition, the study contributes to the growing literature on digital health and mHealth applications in Saudi Arabia and provides evidence that may support future research in this field.

Ultimately, improving users' experiences with digital health applications may contribute to more effective healthcare delivery and support the digital health objectives of Saudi Vision 2030.

Research Questions

- What are the sociodemographic characteristics of Sehaty users participating in the study?
- How frequently do participants use the Sehaty application?
- How do users perceive the technical performance of the Sehaty application?
- How do users evaluate the usability and ease of use of the application?
- What benefits do users perceive from using the Sehaty application?
- What are users' perceptions regarding trust, privacy, and security within the application?

Research Hypotheses

H1: Most users have positive perceptions regarding the technical performance of the Sehaty application.

H2: Most users perceive the Sehaty application as easy to use and navigate.

H3: Most users believe that the Sehaty application improves access to healthcare services and saves time.

H4: Most users trust the digital healthcare services provided through the Sehaty application.

H5: Most users believe that their personal health information is adequately protected within the Sehaty application.

Theoretical Framework

The adoption and continued use of digital health applications are influenced by several factors related to technology, user experience, and trust. To understand users' perceptions of the Sehaty application, this study draws mainly on the Technology Acceptance Model (TAM) and concepts related to trust and usability in digital health systems.

Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM), developed by Davis (1989), is one of the most widely used theories for explaining why people adopt and use new technologies. According to the model, individuals are more likely to use technology when they perceive it as useful and easy to use. A systematic review by Rahimi et al. (2018) found that perceived usefulness and perceived ease of use are among the most important predictors of technology adoption in healthcare settings.

In the context of Sehaty, perceived usefulness refers to the extent to which users believe that the application helps them access healthcare services more efficiently, saves time, improves communication with healthcare providers, and supports health management. Perceived ease of use refers to how easy users find the application to

learn, navigate, and use. Previous studies conducted in Saudi Arabia have reported that both factors are important determinants of users' intentions to use digital health services (Al-Edresee & Alrabaily, 2025).

Trust and Usability in Digital Health Applications

In addition to usefulness and ease of use, trust plays an important role in the acceptance of digital health technologies. Because mHealth applications collect and store sensitive health information, users must feel confident that their personal data are secure and protected from unauthorized access. Concerns regarding privacy and security have been identified as common barriers to the adoption of digital health applications (Arafa et al., 2023; Saveljeva & Volkova, 2025).

Usability is another key factor influencing users' experiences with digital health applications. According to the International Organization for Standardization (ISO 9241-11), usability refers to the extent to which a product can be used effectively, efficiently, and satisfactorily to achieve specific goals. Applications that are easy to navigate, simple to learn, and user-friendly are more likely to be accepted and used regularly. In contrast, complicated interfaces and unclear instructions may reduce user satisfaction and engagement (Dawood & Alkadi, 2022; Khamaj & Ali, 2024).

Conceptual Framework

Based on the literature and theoretical foundations discussed above, this study assumes that users' perceptions of the Sehaty application are influenced by three main domains:

- Technical performance, including application stability, loading speed, technical errors, and internet connectivity.
- Usability and perceived benefits, including ease of navigation, ease of learning, task completion, and perceived usefulness.
- Trust, privacy, and security, including confidence in data protection and Ministry of Health digital services.

These domains collectively influence users' overall experiences with the Sehaty application and may affect their satisfaction and continued use of digital healthcare services.

Chapter 2

Literature Review

Digital Health and mHealth Applications

The use of digital technologies in healthcare has increased substantially over the past two decades. Advances in information and communication technologies have changed how healthcare services are delivered, creating new opportunities to improve access, efficiency, and patient engagement. One of the most important developments has been the emergence of mobile health (mHealth), which refers to the use of mobile devices and applications to support healthcare delivery and public health activities (Istepanian & Al-Anzi, 2018).

mHealth applications provide a wide range of services, including appointment scheduling, medication reminders, access to electronic medical records, health education, teleconsultations, remote monitoring, and communication with healthcare providers. These applications have become increasingly important because they allow users to access healthcare services conveniently regardless of their location. Previous studies have shown that mHealth technologies can improve healthcare accessibility, enhance patient engagement, support chronic disease management, and reduce

healthcare costs (Abelson et al., 2017; Alkhuzaimi et al., 2024; Zakerabasali et al., 2021).

The COVID-19 pandemic further accelerated the adoption of mHealth technologies worldwide. During lockdowns and social distancing measures, healthcare providers relied heavily on telemedicine and mobile applications to maintain healthcare services while reducing face-to-face contact. Consequently, digital health platforms became essential tools for healthcare delivery, health education, disease surveillance, and public health communication (Allam et al., 2022; Alghamdi et al., 2020).

Despite their benefits, the successful implementation of mHealth applications depends on several factors. Previous research has identified usability, perceived usefulness, technical performance, trust, privacy concerns, digital literacy, and organizational support as important determinants of adoption and continued use. Applications that are easy to use, reliable, and perceived as beneficial are more likely to achieve long-term acceptance among users (Kamal et al., 2020; Zakerabasali et al., 2021).

Digital Health Transformation in Saudi Arabia

Healthcare transformation is a central component of Saudi Vision 2030. The healthcare sector reform program aims to improve healthcare accessibility, quality, and efficiency while promoting patient-centered care through the use of innovative technologies. As part of these efforts, digital health technologies have become important tools for modernizing healthcare services across the Kingdom (Rahman & Al-Borie, 2020; Suleiman & Ming, 2025).

The Saudi Ministry of Health has invested heavily in digital health initiatives, including electronic health records, telemedicine services, healthcare information systems, and mobile health applications. These initiatives aim to improve access to healthcare services, reduce waiting times, enhance healthcare efficiency, and address increasing healthcare demands. As a result, Saudi Arabia has become one of the leading countries in the region in terms of digital health implementation and innovation (Alarifi et al., 2025).

The COVID-19 pandemic accelerated the use of digital health services in Saudi Arabia. During this period, digital platforms played a vital role in supporting appointment scheduling, remote consultations, disease surveillance, vaccination programs, and public health communication. The successful use of these technologies

highlighted their importance in maintaining healthcare services during public health emergencies (Alghamdi et al., 2020).

Several national digital health platforms have been introduced in Saudi Arabia, including Seha, Mawid, Tawakkalna, Tabaud, Tetamman, and Sehaty. These applications have expanded access to healthcare services and improved communication between healthcare providers and the public. Studies conducted in Saudi Arabia generally report positive attitudes toward telemedicine and digital health services, with users frequently citing convenience, improved access to care, reduced travel costs, and time savings as major benefits (Alajwari et al., 2022; Allam et al., 2022). However, challenges related to technical performance, interoperability, privacy, and workflow integration continue to be reported (Alsahli & Hor, 2024).

The Sehaty Application

Sehaty is one of the most important digital health applications developed by the Saudi Ministry of Health. It serves as an integrated healthcare platform that allows users to access multiple healthcare services through a single mobile application. Available services include appointment booking, virtual consultations, laboratory results,

prescription services, vaccination records, sick leave certificates, and access to personal health information (Alghamdi et al., 2020).

The importance of Sehaty increased considerably during the COVID-19 pandemic. The application became a key platform for vaccination appointments, test results, vaccination certificates, and healthcare communication. As a result, Sehaty became one of the most widely used healthcare applications in Saudi Arabia.

Several studies have examined users' experiences with Sehaty. Ali et al. (2022) reported high levels of adoption and generally positive perceptions regarding the application's usability and functionality. However, some participants reported concerns related to information quality, notification systems, and recovery from technical errors. Similarly, Dawood and Alkadi (2022) found favorable usability scores, suggesting that the application was generally easy to use and effective in supporting healthcare access.

Recent studies have also explored factors associated with Sehaty utilization. Al-Edresee and Alrabaily (2025) found that perceived usefulness was the strongest predictor of users' intentions to use the application. Ease of use and trust were also significant factors influencing engagement. In contrast, research involving healthcare professionals identified several barriers to utilization, including technical limitations,

usability challenges, system integration issues, and privacy concerns (Alzghaibi, 2025).

Overall, existing evidence suggests that Sehaty is widely accepted and plays an important role in healthcare delivery in Saudi Arabia. However, previous studies have typically focused on specific user groups or selected aspects of the application. Further research is needed to provide a comprehensive assessment of users' perceptions regarding technical performance, usability, perceived benefits, trust, privacy, and security.

Factors Influencing User Engagement with mHealth Applications

Perceived Usefulness and Benefits of mHealth Applications

Perceived usefulness is one of the most important factors influencing the adoption and continued use of digital health technologies. According to the Technology Acceptance Model (TAM), individuals are more likely to use technology when they believe that it helps them achieve desired outcomes or improves their performance (Kamal et al., 2020).

Studies conducted in different healthcare settings have consistently reported that mHealth applications improve access to healthcare services, reduce travel requirements, facilitate communication with healthcare providers, and support health management. These benefits contribute to positive user experiences and increase the likelihood of continued use. During the COVID-19 pandemic, digital health applications also played an important role in facilitating healthcare communication, vaccination services, and access to public health information (Allam et al., 2022; Alajwari et al., 2022).

Research focusing on Sehaty has reported similar findings. Users who perceived the application as useful were more likely to express positive attitudes toward its use and a greater intention to continue using it. Previous studies have identified improved healthcare access, convenience, and time savings as some of the main benefits associated with the application (Al-Edresee & Alrabaily, 2025).

Usability and Ease of Use

Usability refers to the extent to which a system can be used effectively, efficiently, and satisfactorily to achieve specific goals. In digital health applications, usability includes

factors such as ease of learning, ease of navigation, clarity of instructions, accessibility, and overall user experience.

Several studies have shown that applications that are simple to learn and easy to navigate are more likely to be accepted by users. In contrast, complex interfaces, confusing instructions, and poor design may discourage adoption and reduce satisfaction. Usability challenges have been reported across different populations, particularly among older adults and individuals with limited digital skills (Giebel et al., 2023; Khamaj & Ali, 2024).

Studies conducted on Sehaty generally report favorable usability perceptions. Users have described the application as relatively easy to use and navigate. Nevertheless, some concerns have been reported regarding information presentation, notification systems, and recovery from technical errors, suggesting that opportunities for improvement still exist (Ali et al., 2022; Dawood & Alkadi, 2022).

Trust, Privacy, and Security

Trust is a key factor influencing the acceptance of digital health technologies. Because mHealth applications often collect and store sensitive personal and medical information, users must feel confident that their data are secure and protected from

unauthorized access. Concerns regarding privacy and security may discourage individuals from using digital healthcare services or sharing personal health information (Arafa et al., 2023; Giebel et al., 2024).

Previous research has shown that users are more likely to adopt digital health applications when they trust the organizations responsible for managing these services and believe that adequate security measures are in place. In Saudi Arabia, public attitudes toward privacy in telemedicine services have generally been positive, although concerns regarding data protection remain important considerations (Alajwari et al., 2022).

Trust has also been identified as an important factor affecting Sehaty utilization. Studies have reported that users who trust the application and the healthcare institutions behind it are more likely to engage with its services. These findings highlight the importance of maintaining strong privacy policies, transparent data management practices, and effective security measures (Al-Edresee & Alrabaily, 2025).

Technical Performance and Barriers to Adoption

Technical performance plays an important role in determining user satisfaction with digital health applications. Users expect applications to function reliably, load quickly, and operate without frequent errors or interruptions. Technical problems may reduce confidence in the application and negatively affect users' experiences. Previous studies have identified software malfunctions, slow response times, connectivity issues, and system instability as common barriers to mHealth adoption (Giebel et al., 2023; Zakerabasali et al., 2021). Such issues may discourage users from relying on digital healthcare services, even when the services themselves are perceived as useful.

Research involving Sehaty users and healthcare professionals has similarly identified technical performance as an important concern. Reported challenges include application crashes, technical glitches, slow response times, and system integration problems (Alzghaibi, 2025). In addition to technical limitations, barriers such as limited digital literacy, privacy concerns, accessibility issues, and inadequate user support may also affect engagement with digital health services.

Overall, evidence suggests that successful implementation of digital health technologies depends on more than the availability of services. Technical reliability,

usability, perceived usefulness, trust, privacy, and security collectively influence users' experiences and determine whether they continue using digital healthcare applications

Summary of the Literature and Research Gap

The literature indicates that digital health technologies have become increasingly important in improving healthcare accessibility, efficiency, and patient engagement. In Saudi Arabia, substantial investments in digital health infrastructure and applications have contributed to the rapid growth of digital healthcare services, particularly following the COVID-19 pandemic. Among these initiatives, the Sehaty application has emerged as one of the most important national digital health platforms.

Previous studies have generally reported positive perceptions regarding the usefulness and usability of Sehaty and other digital health applications. The literature also highlights the importance of technical performance, trust, privacy, security, and perceived usefulness as key factors influencing user engagement and continued use. However, many existing studies have focused on specific population groups or examined individual aspects of application use rather than providing a comprehensive assessment of users' experiences.

Consequently, evidence regarding overall user perceptions of Sehaty among the general adult population remains limited. In particular, there is a need for studies that simultaneously examine technical performance, usability, perceived benefits, trust, privacy, and security. Addressing this gap may provide valuable information for policymakers, healthcare administrators, and software developers seeking to improve digital healthcare services and enhance user experiences in Saudi Arabia.

Chapter 3

Subjects and Methods

Study Design

This study used a cross-sectional survey design to assess users' perceptions of the Sehaty mHealth application in Saudi Arabia.

Study Community

The study was conducted in Saudi Arabia using an online questionnaire. Adults aged 18 years or older who had previously used the Sehaty application were eligible to participate. Individuals who had never used the application or submitted incomplete questionnaires were excluded.

Sampling Characteristics and Sample Size Determination

Participants were recruited using convenience sampling through social media platforms and online community groups. The required sample size was calculated using Cochran's formula for cross-sectional studies: $n = (Z^2 \times p \times (1 - p)) / e^2$

Assuming a 95% confidence level ($Z = 1.96$), an expected response proportion of 50% ($p = 0.50$), and a margin of error of 7% ($e = 0.07$), the minimum required sample size was 196 participants. The final analysis included 304 participants.

Data Collection Tool

Data were collected using a structured self-administered questionnaire. The questionnaire included questions on:

- Sociodemographic characteristics (age, sex, nationality, education, and occupation).
- Frequency of Sehaty application use.
- Technical performance of the application, including app crashes, loading speed, technical errors, and internet connectivity.
- Usability and ease of use, including navigation, task completion, clarity of instructions, and ease of learning.
- Perceived benefits of the application, including saving time, facilitating access to healthcare services, improving health management, reducing the need for in-person visits, and improving communication with healthcare providers.
- Trust, security, and privacy, including confidence in data security, protection of personal information, and trust in the Ministry of Health digital services.

Responses to perception-based questions were measured using a five-point Likert scale ranging from strongly disagree to strongly agree.

The questionnaire was developed based on previous studies examining the usability, acceptance, and barriers of mHealth applications, particularly the Sehaty application in Saudi Arabia. The questionnaire included items covering technical performance, usability, perceived benefits, trust, privacy, and frequency of application use.

To ensure clarity, the questionnaire was reviewed by the research supervisor before distribution. Questions were written in simple language and organized into thematic sections. Before the main survey, the questionnaire was pilot-tested among a small group of participants to assess clarity and readability. Minor modifications were made based on participant feedback. All participants completed the same questionnaire using a standardized online format.

Study Scope and Limitations

This study was conducted in Saudi Arabia between January and March 2026 using an online survey distributed through social media platforms. Therefore, the findings reflect the perceptions of Sehaty users who had internet access and were willing to participate during the study period.

The study focused specifically on users' perceptions of the Sehaty mHealth application, including technical performance, usability, perceived benefits, trust, privacy, and security. Other aspects of digital health services and healthcare applications were not examined.

Statistical Analysis

Data were analyzed using the Statistical Package for the Social Sciences (SPSS).

Categorical variables were presented as frequencies and percentages. Pie charts and bar charts were used to illustrate the distribution of responses. The results were organized into the following domains: participant characteristics, patterns of app use, technical performance, usability, perceived benefits, and trust and privacy.

Ethical Considerations

Participation was voluntary, and informed consent was obtained electronically before questionnaire completion. No personal identifying information was collected. All data were kept confidential and used only for research purposes.

Chapter 4

Research Findings

Participant Characteristics

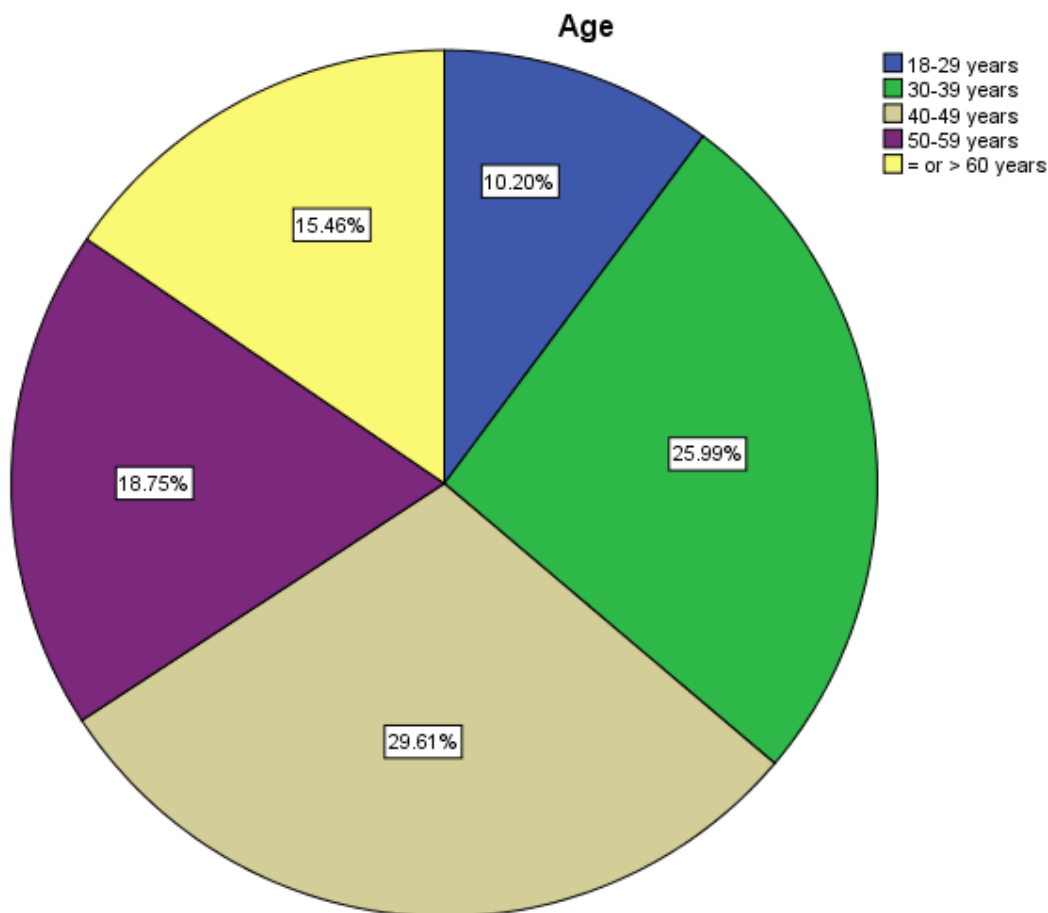


Figure 1. Age Distribution of Sehaty App Users

Participants aged 40–49 years represented the largest age group (29.61%), followed by those aged 30–39 years (25.99%). Individuals aged 50–59 years accounted for 18.75%, those aged 60 years or older for 15.46%, and those aged 18–29 years for 10.20%.

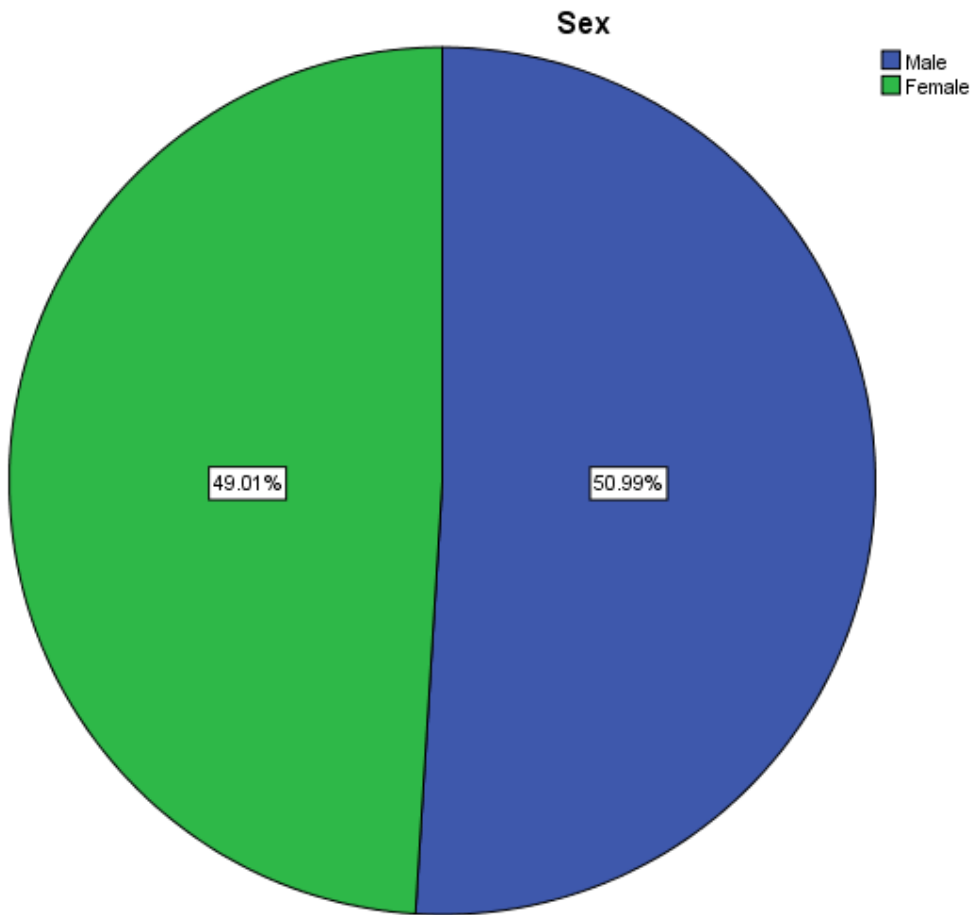


Figure 2. Sex Distribution of Sehaty App Users

The study population was almost equally divided between males (50.99%) and females (49.01%).

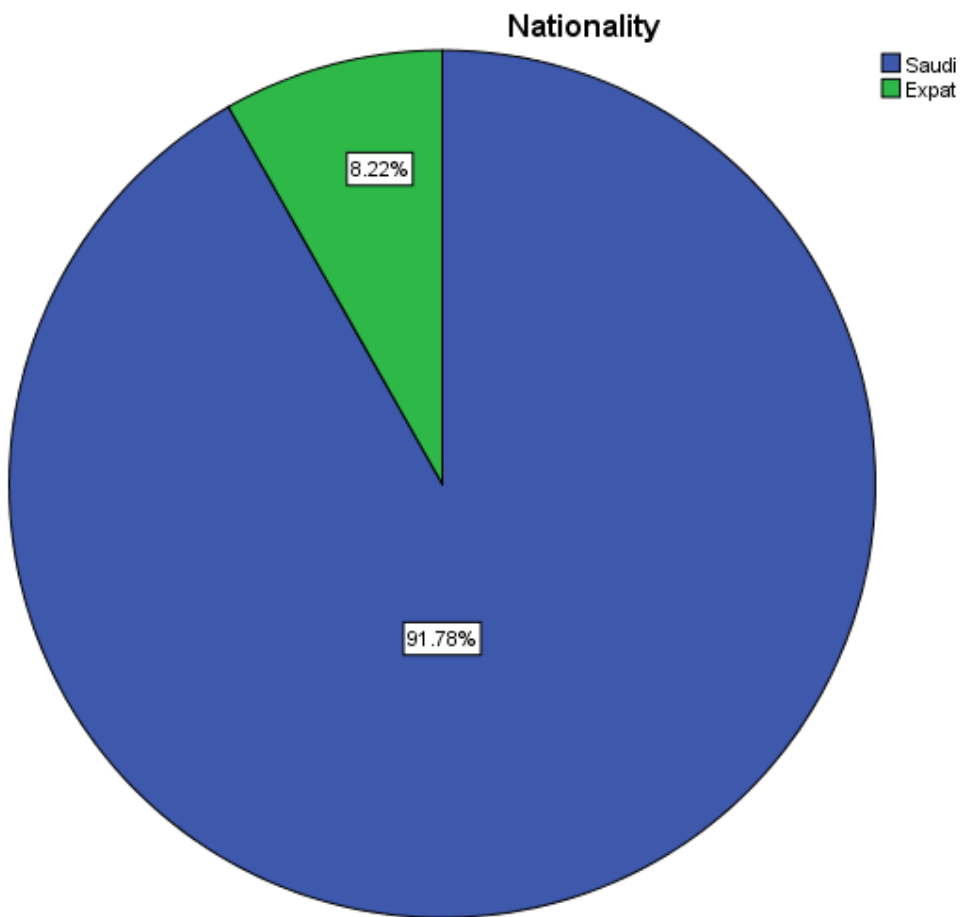


Figure 3. Nationality of Sehaty App Users

Most participants were Saudi nationals (91.78%), while expatriates represented 8.22% of the sample.

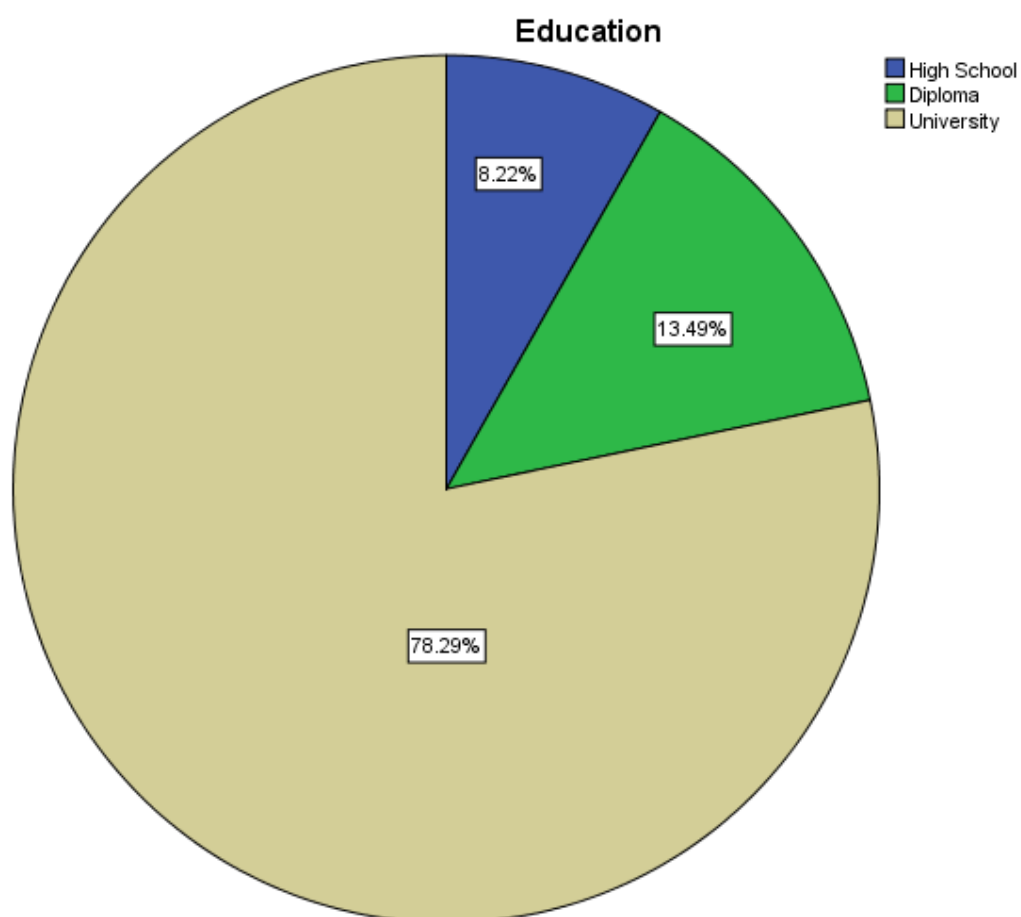


Figure 4. Educational Level of Sehaty App Users

University graduates constituted the majority of participants (78.29%), followed by diploma holders (13.49%) and high school graduates (8.22%).

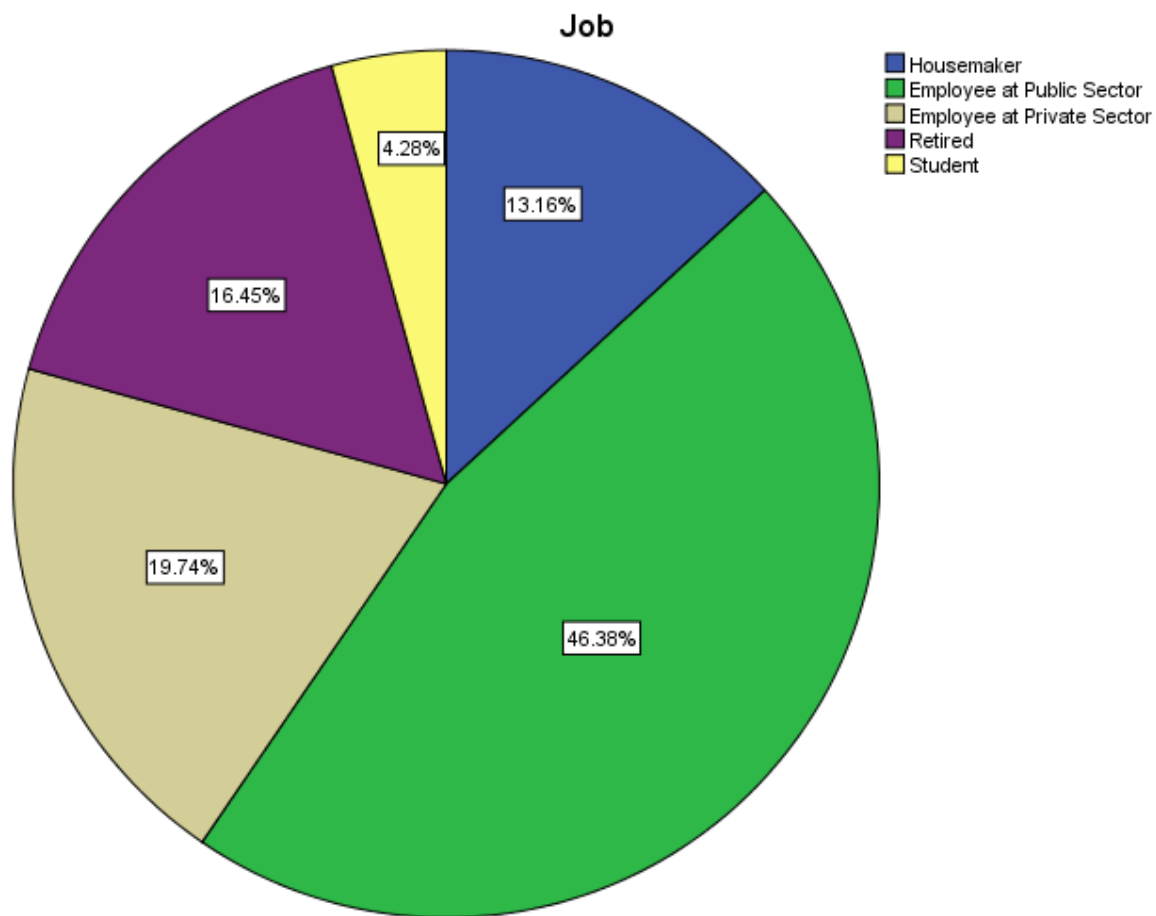


Figure 5. Occupational Status of Sehaty App Users

Employees in the public sector represented the largest occupational group (46.38%), followed by retirees (19.74%), private-sector employees (16.45%), homemakers (13.16%), and students (4.28%).

Patterns of Sehaty App Utilization

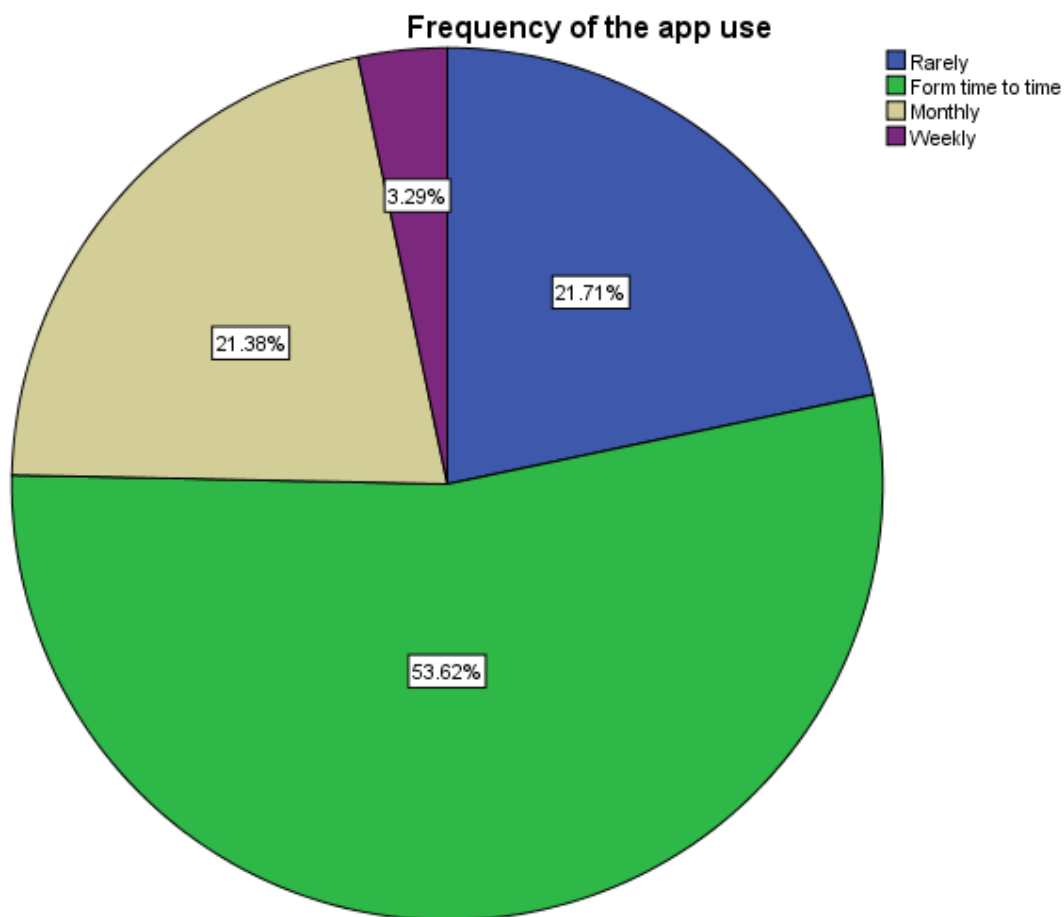


Figure 6. Frequency of Sehaty App Use

More than half of the participants used the app from time to time (53.62%). Monthly users accounted for 21.38%, rare users for 21.71%, and weekly users for 3.29%.

Technical Performance of the Sehaty App

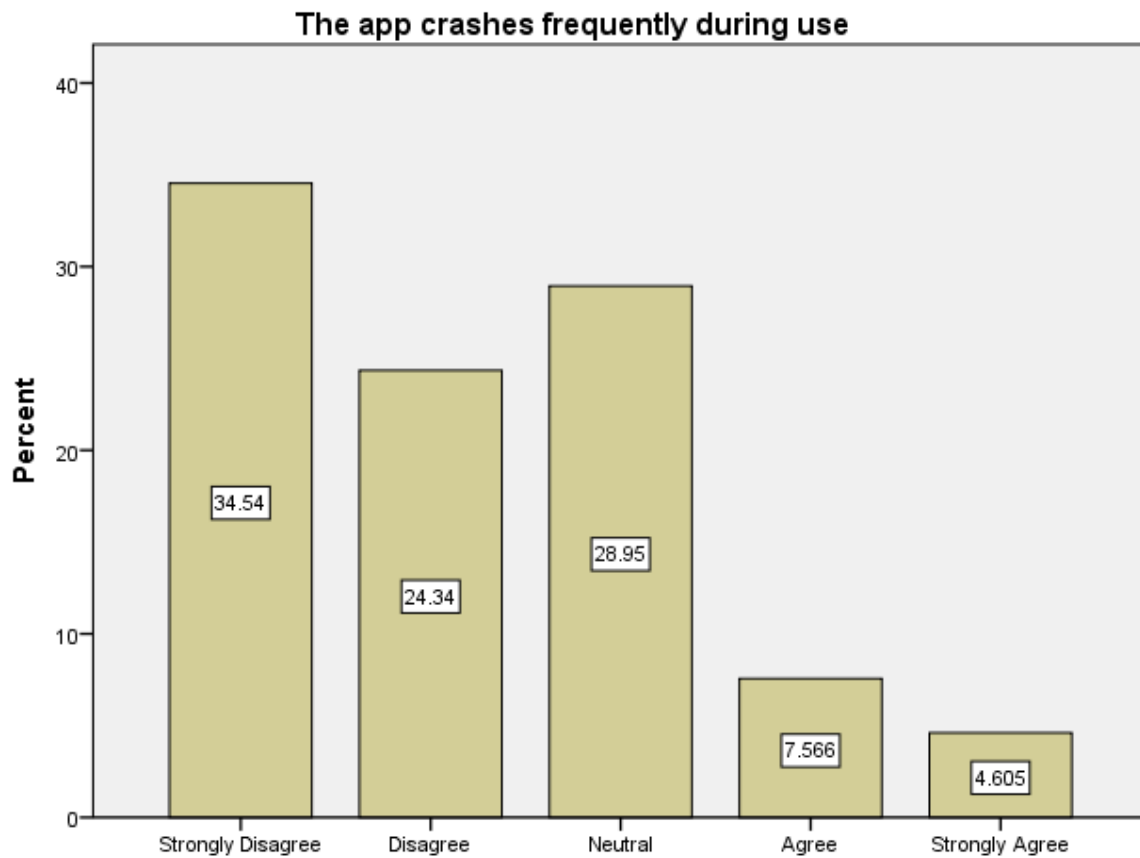


Figure 7. Perceptions Regarding Sehaty App Crashes

Most participants did not perceive frequent app crashes, with 58.88% disagreeing or strongly disagreeing. Only 12.17% agreed or strongly agreed that the app crashes frequently.

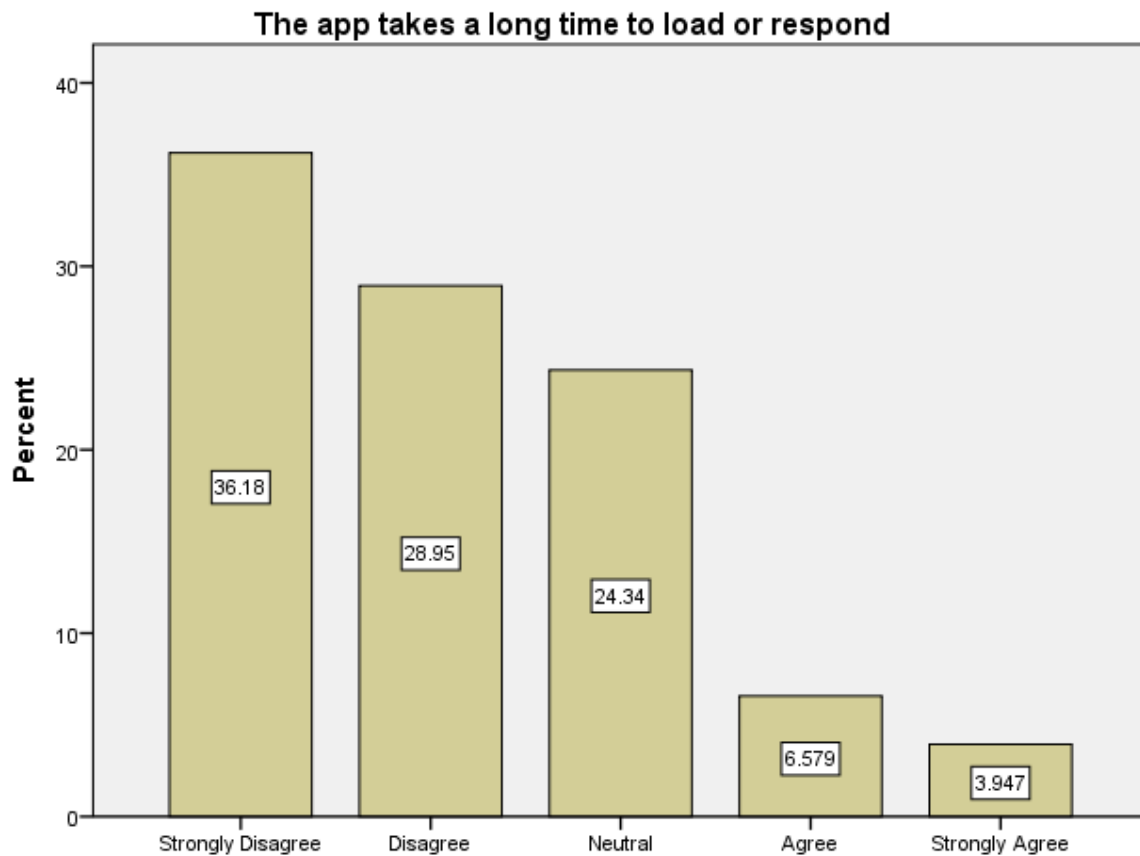


Figure 8. Perceptions Regarding Sehaty App Loading and Response Time

Approximately 65.13% of participants disagreed or strongly disagreed that the app takes a long time to load or respond, while 10.53% agreed or strongly agreed.

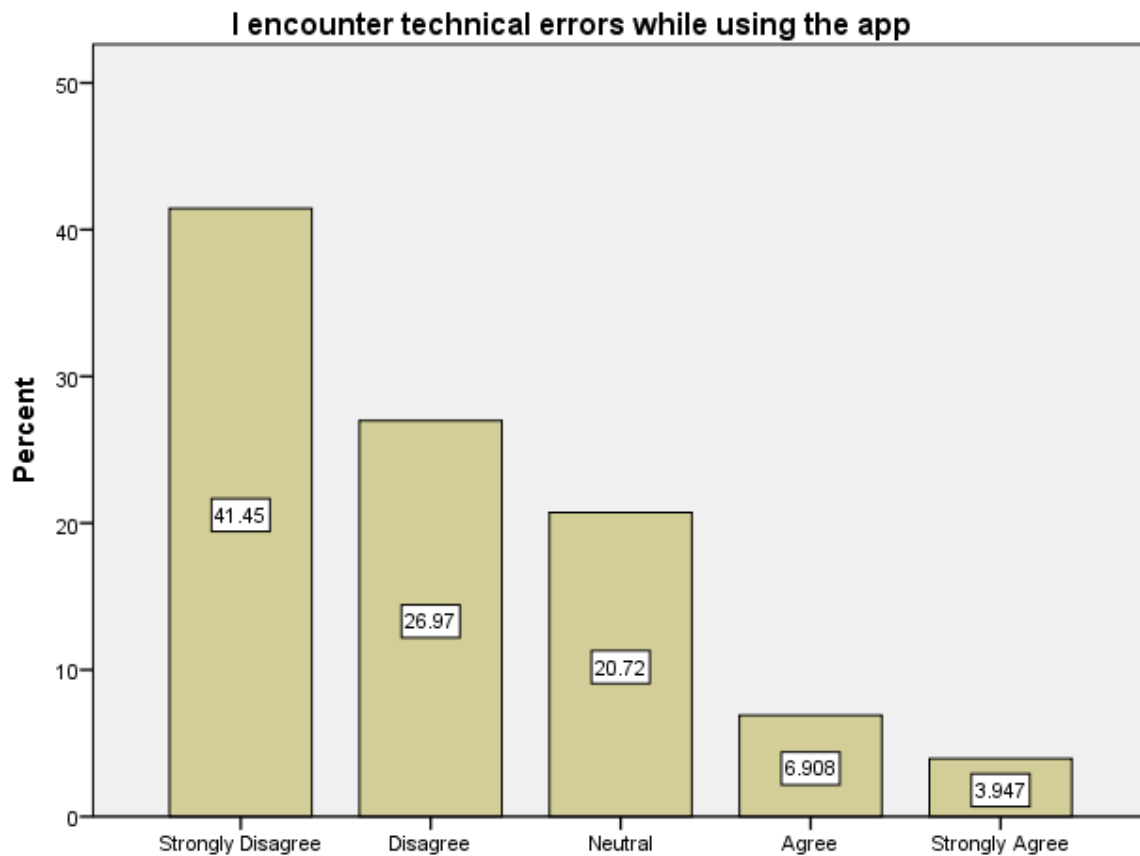


Figure 9. Perceptions Regarding Sehaty App Technical Errors

The majority of participants (68.42%) disagreed or strongly disagreed that they encountered technical errors while using the app. Only 10.85% reported technical errors.

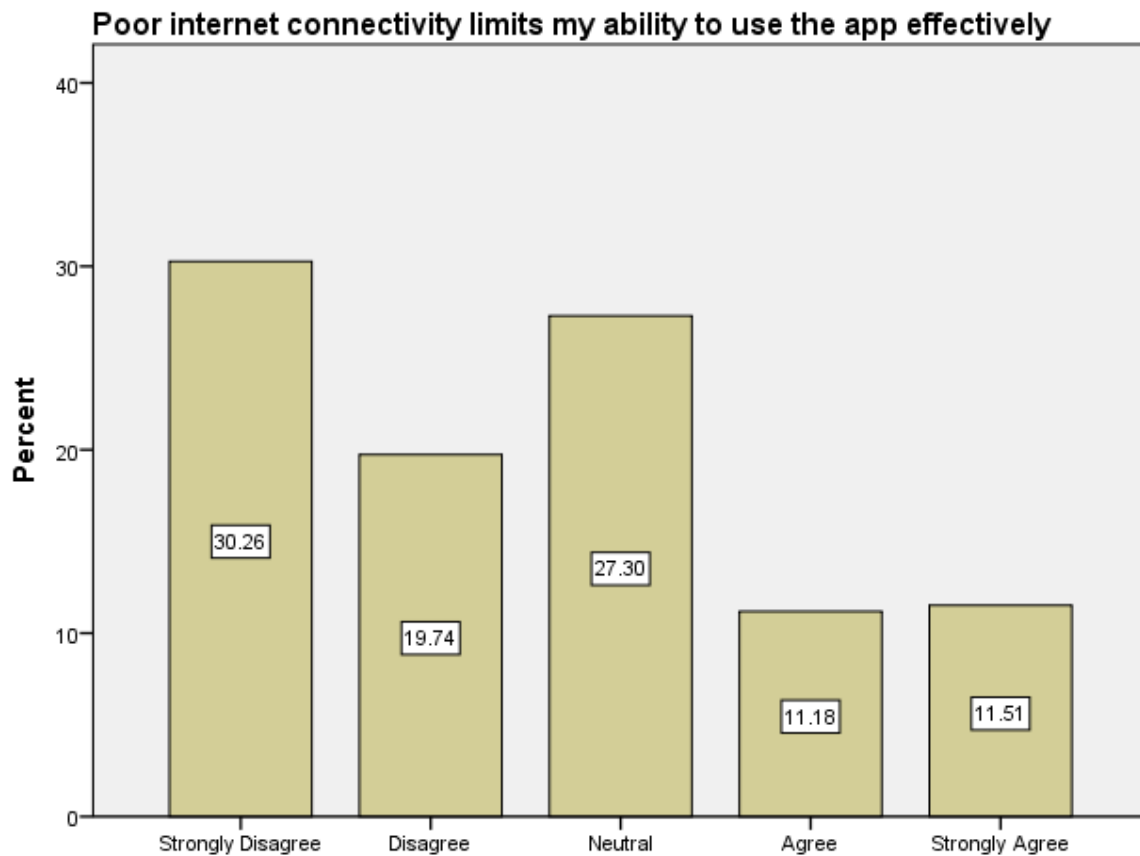


Figure 10. Impact of Internet Connectivity on Sehaty App Use

Half of the participants (50.00%) disagreed or strongly disagreed that poor internet connectivity limits effective app use. Around 22.69% agreed or strongly agreed with this statement.

Usability and Ease of Use of the Sehaty App

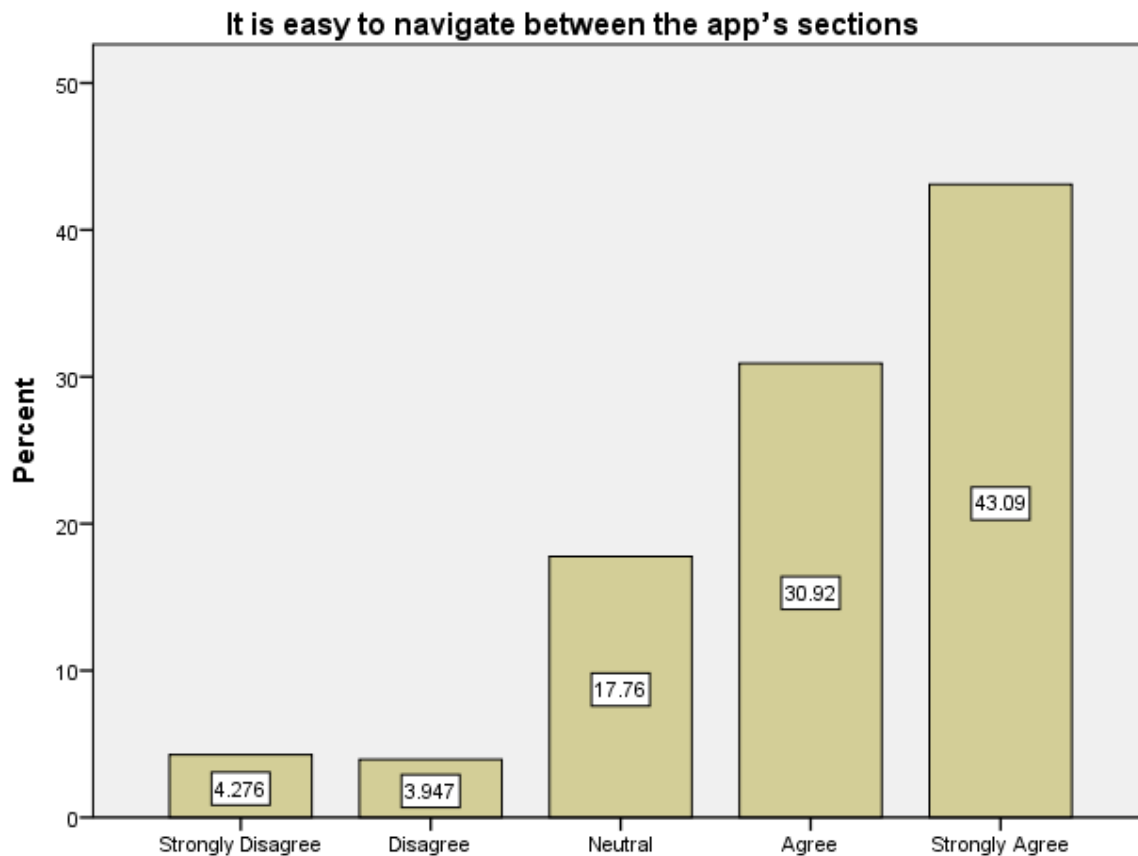


Figure 11. Ease of Navigation Within Sehaty App

Most participants found it easy to navigate between the app's sections, with 74.01% agreeing or strongly agreeing. Only 8.22% disagreed or strongly disagreed.

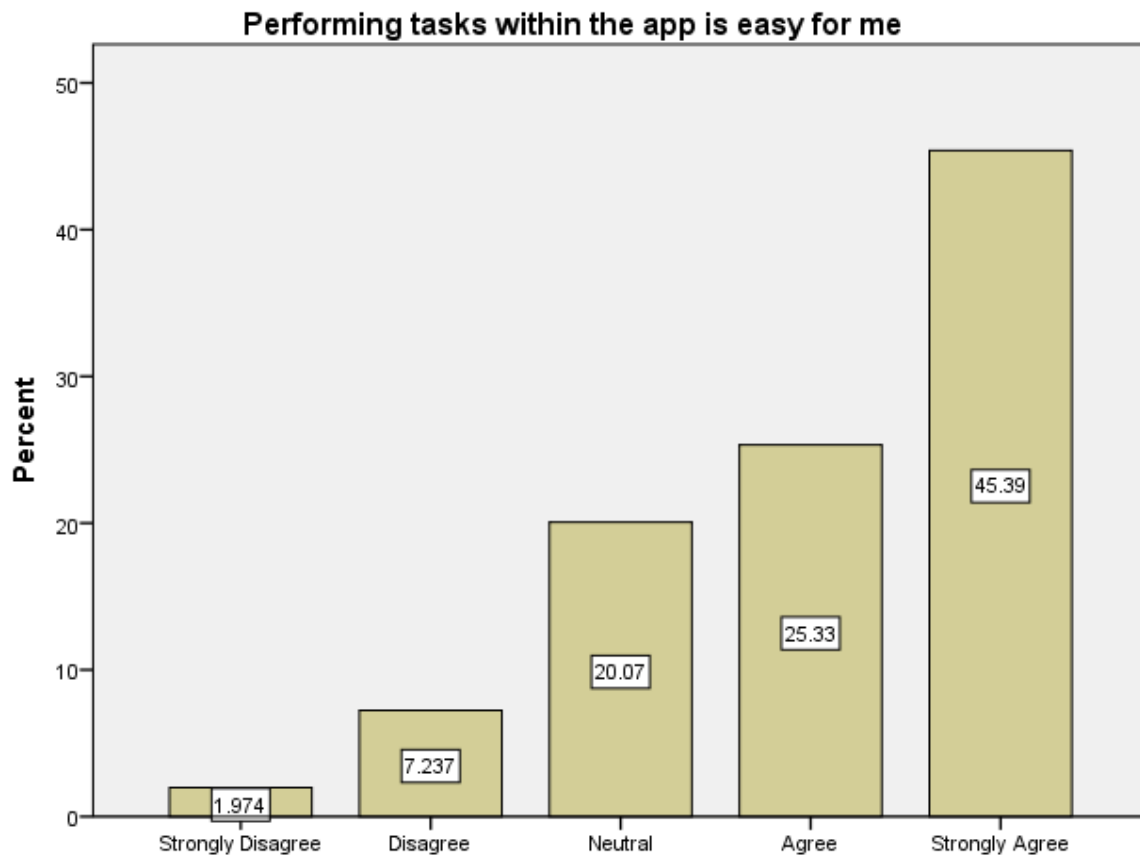


Figure 12. Ease of Performing Tasks Within Sehaty App

More than 70% of participants agreed or strongly agreed that performing tasks within the app is easy, whereas only 9.21% disagreed or strongly disagreed.

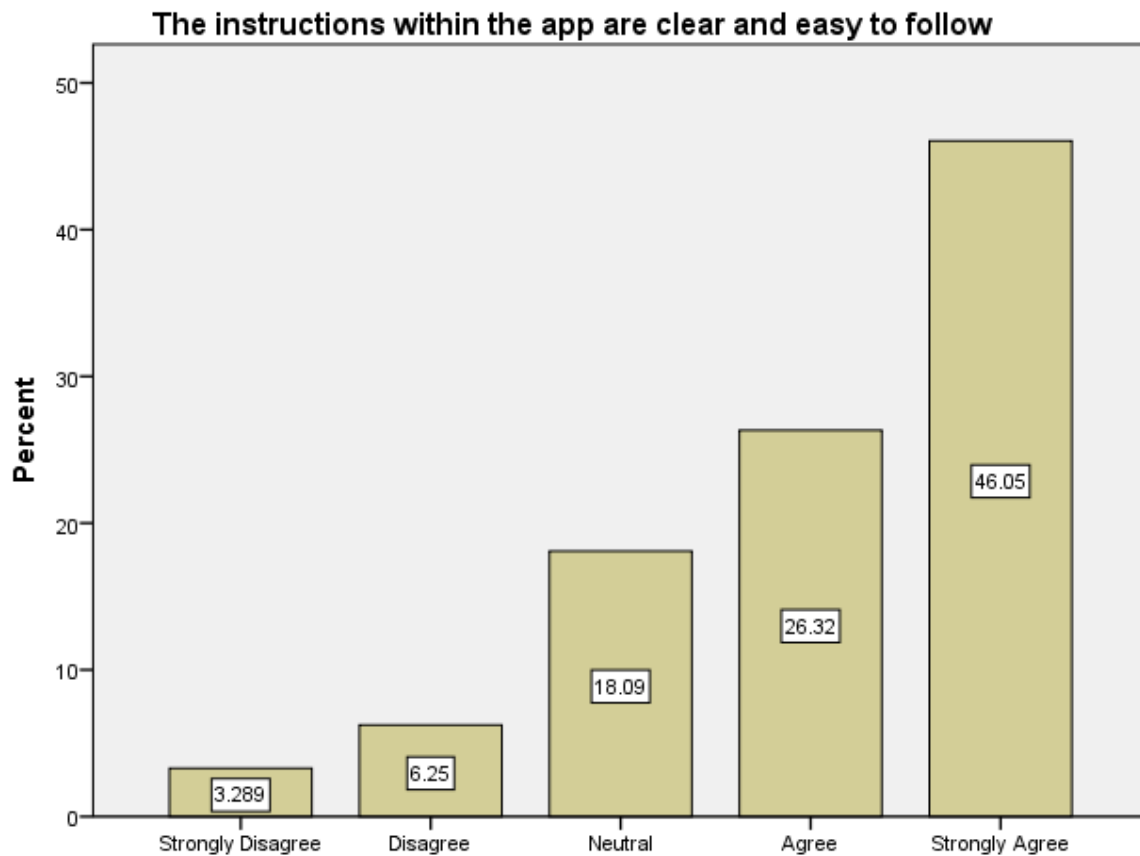


Figure 13. Clarity of Instructions Within Sehaty App

Most participants considered the app instructions clear and easy to follow, with 72.37% agreeing or strongly agreeing and 9.54% disagreeing or strongly disagreeing.

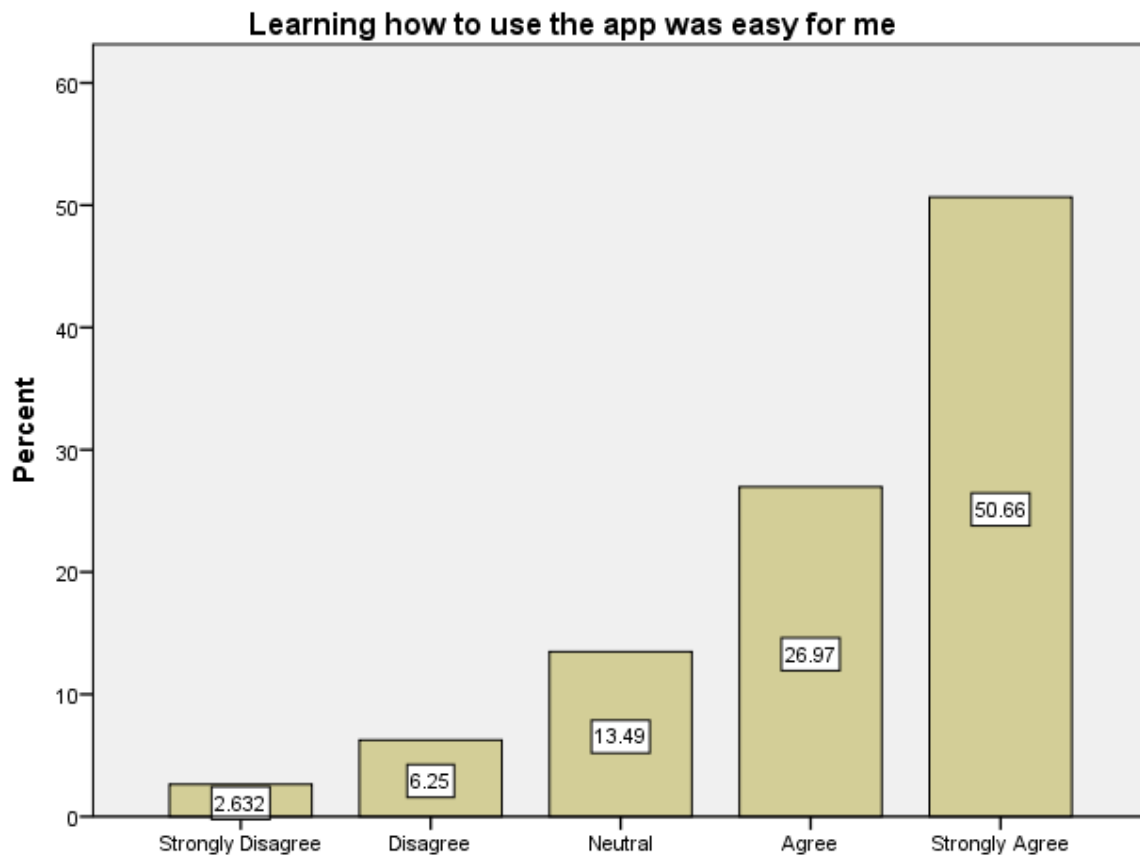


Figure 14. Ease of Learning How to Use Sehaty App

More than three-quarters of participants (77.63%) agreed or strongly agreed that learning how to use the app was easy, while only 8.88% expressed disagreement.

Perceived Benefits of the Sehaty App

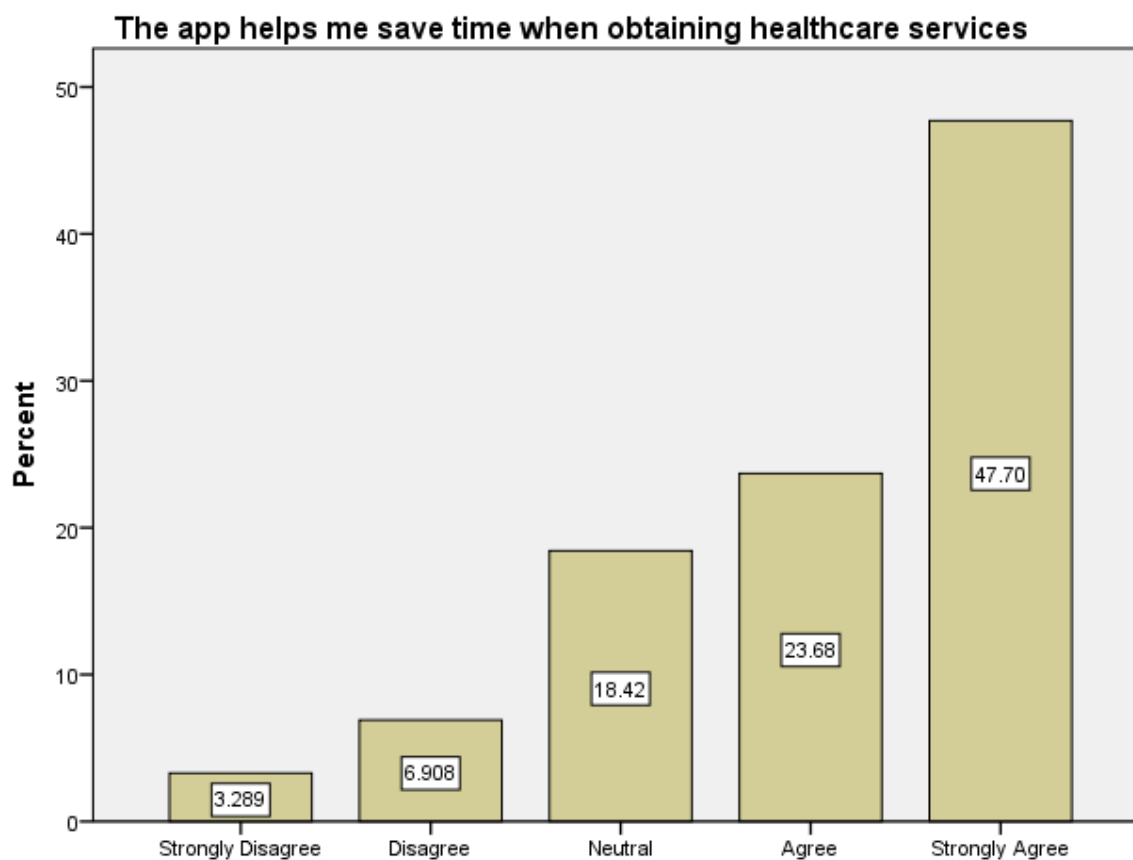


Figure 15. Perceived Time Savings from Using Sehaty App

Nearly three-quarters of participants (71.38%) agreed or strongly agreed that the app helps save time when obtaining healthcare services.

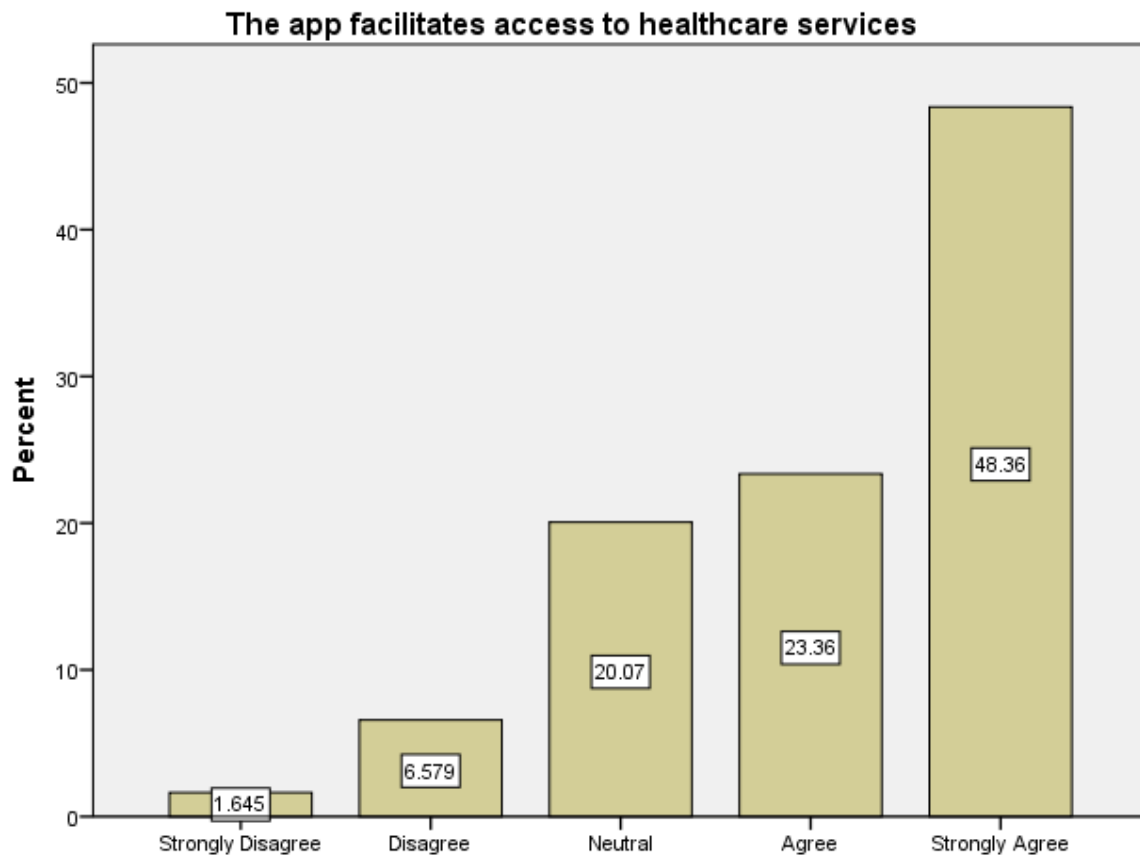


Figure 16. Perceived Facilitation of Access to Healthcare Services Using Sehaty App

Most participants (71.72%) agreed or strongly agreed that the app facilitates access to healthcare services, while only 7.24% disagreed or strongly disagreed.

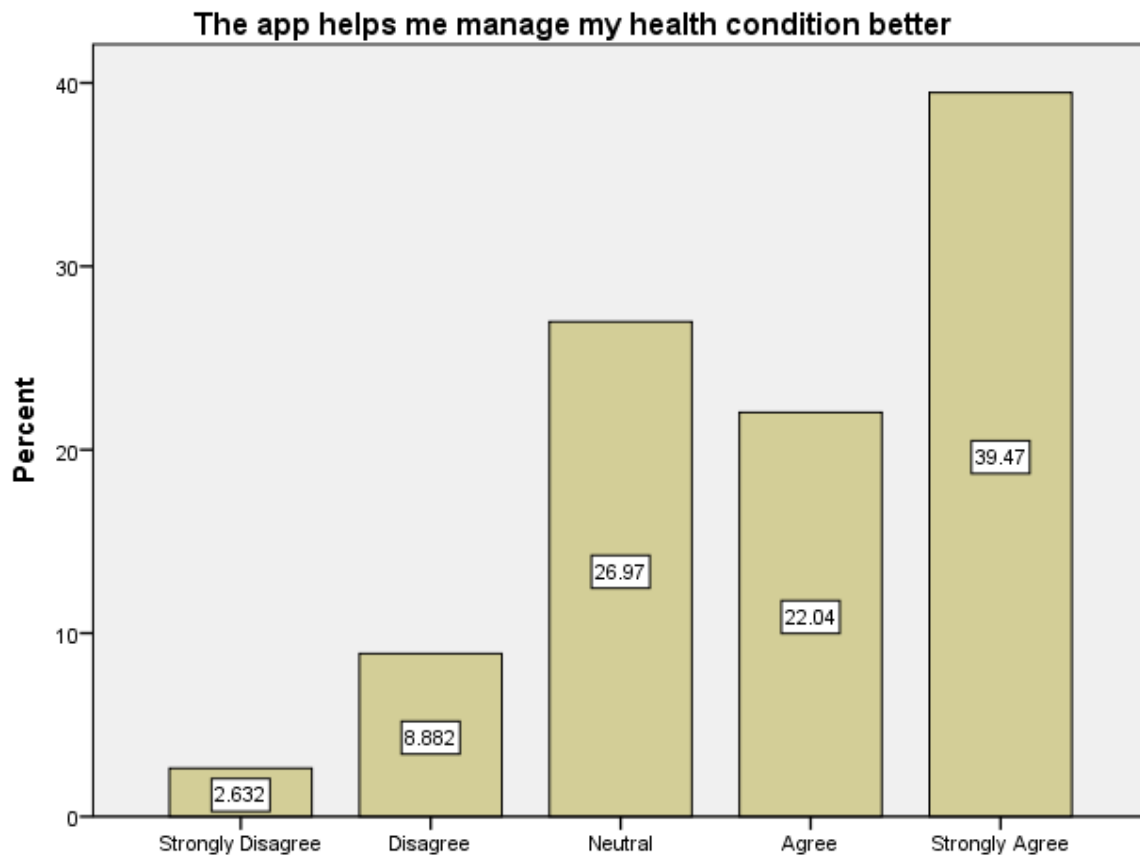


Figure 17. Perceived Improvement in Health Management Using Sehaty App

Approximately 61.51% of participants agreed or strongly agreed that the app helps them manage their health condition better. Less than 12% disagreed with this statement.

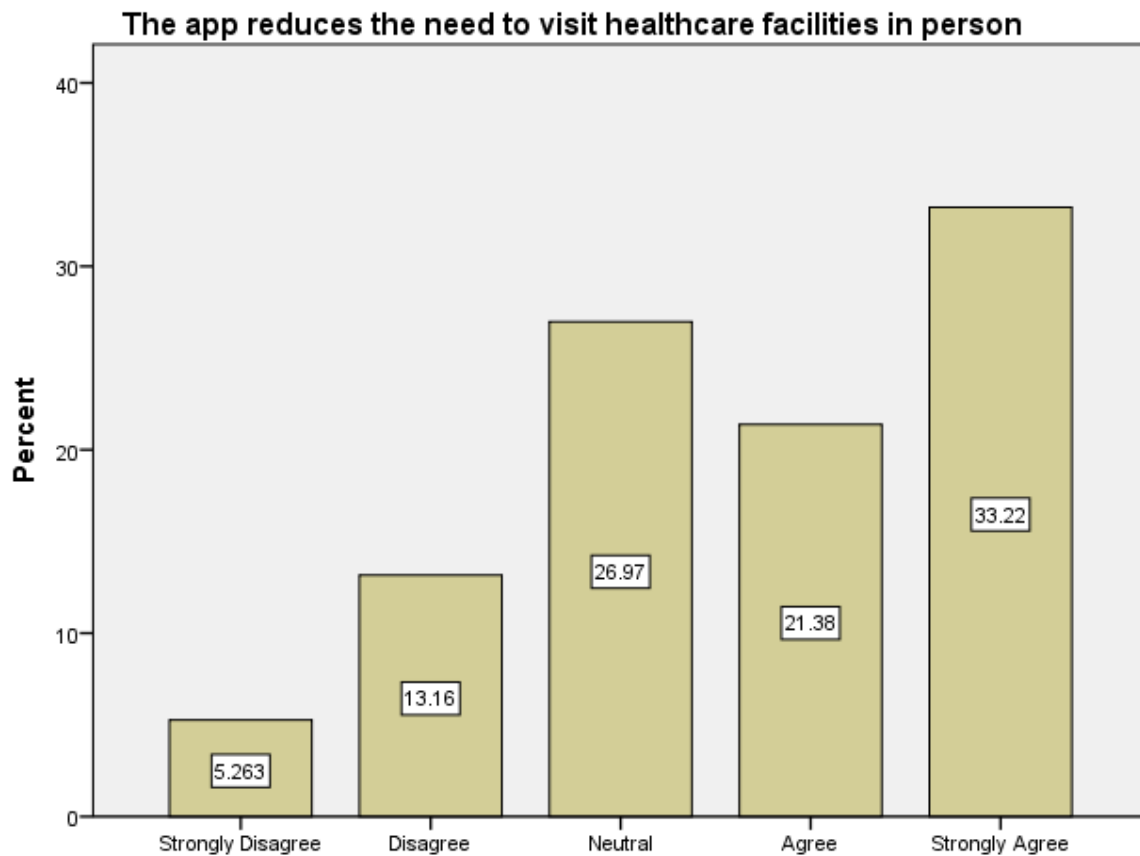


Figure 18. Reduction in the Need for In-Person Healthcare Visits Because of Sehaty App

More than half of participants (54.60%) agreed or strongly agreed that the app reduces the need to visit healthcare facilities in person, whereas 18.42% disagreed or strongly disagreed.

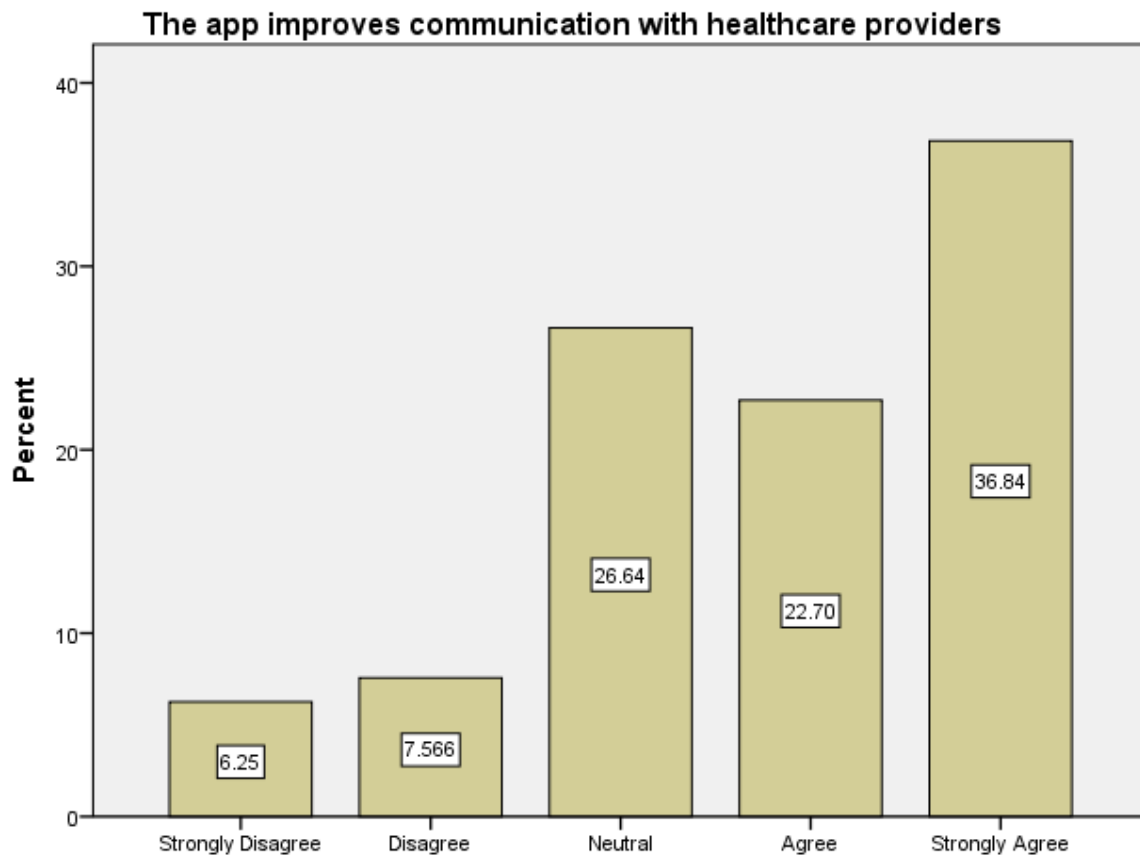


Figure 19. Improvement in Communication with Healthcare Providers Because of Sehaty App

Nearly 60% of participants agreed or strongly agreed that the app improves communication with healthcare providers. Approximately 13.82% disagreed or strongly disagreed.

Trust, Security, and Privacy

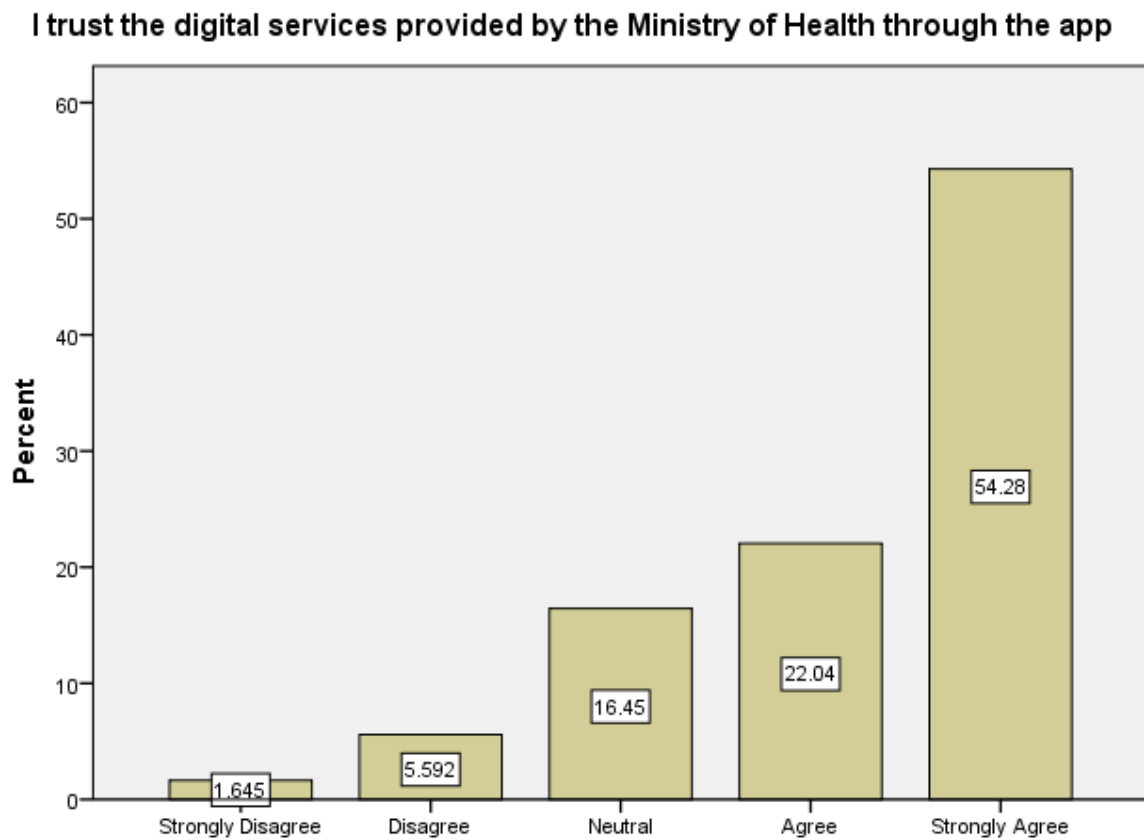


Figure 20. Trust in Ministry of Health Digital Services

A high proportion of participants (76.32%) agreed or strongly agreed that they trust the digital services provided by the Ministry of Health through the app.

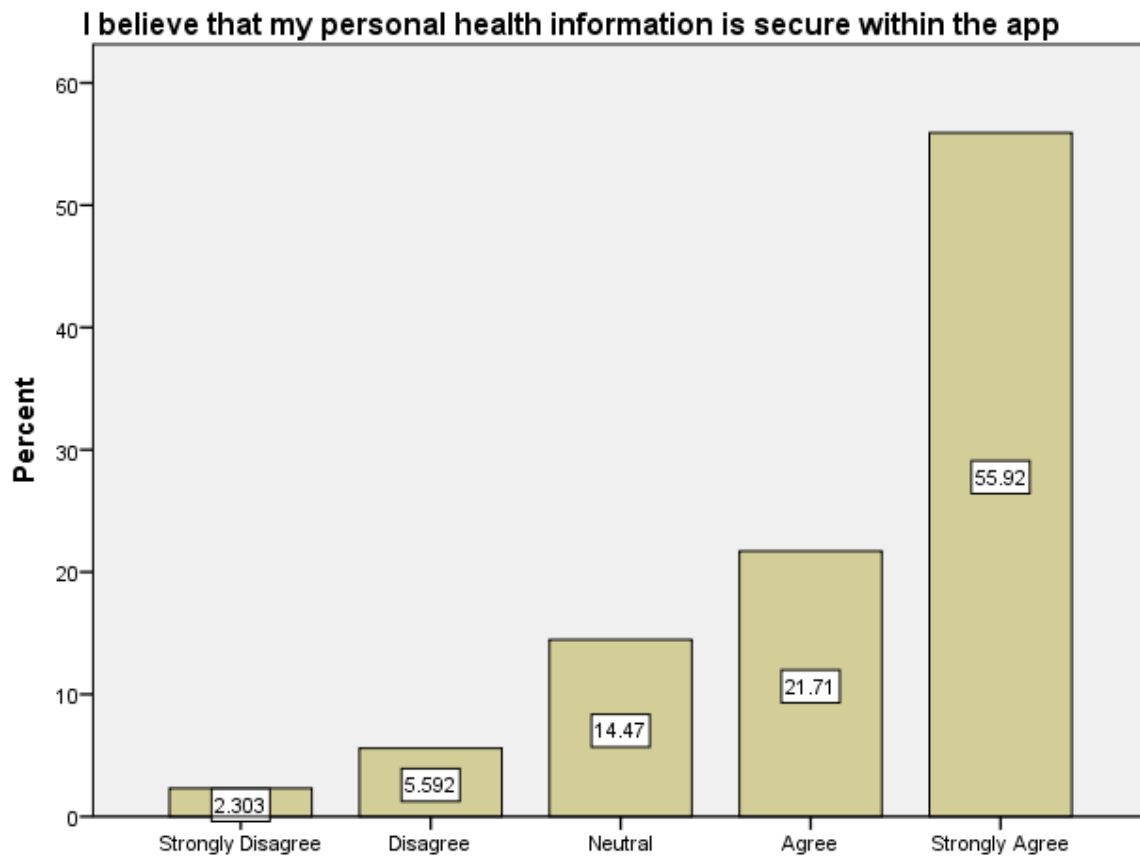


Figure 21. Perceptions of Information Security

Most participants (77.63%) believed that their personal health information is secure within the app, while only 7.90% disagreed or strongly disagreed.

I am concerned about the possibility of my personal information being misused through the app

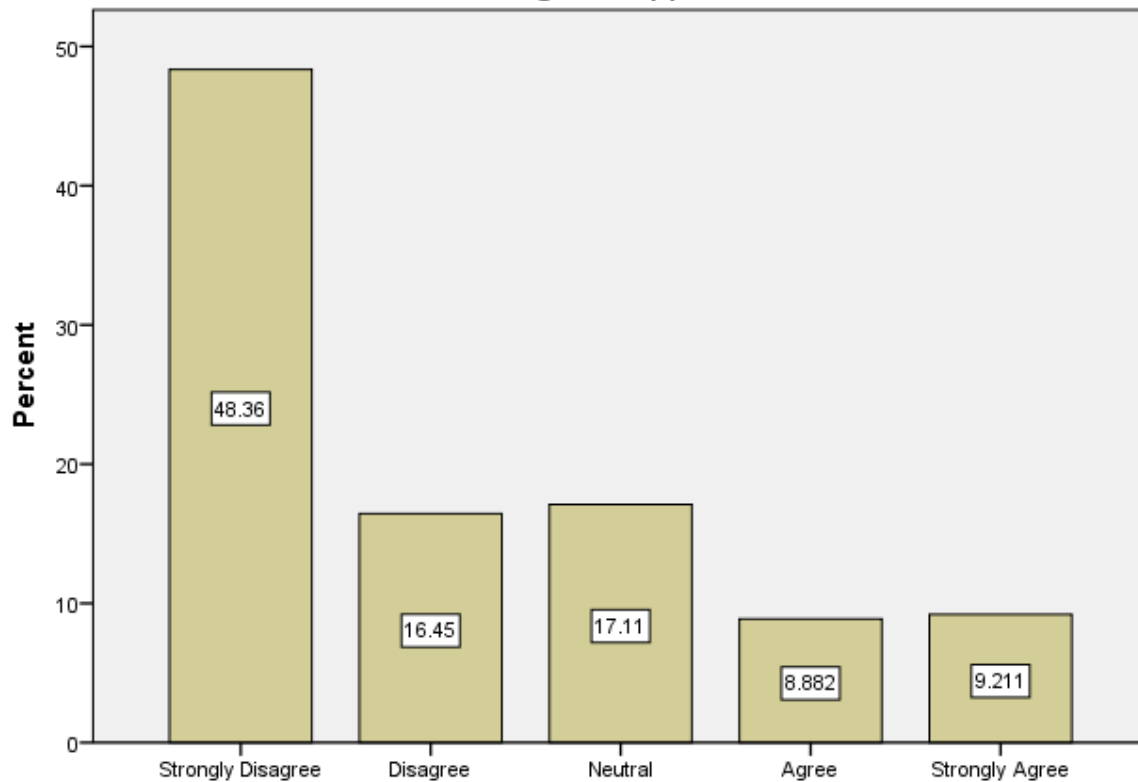


Figure 22. Concerns About Misuse of Personal Information

More than half of the participants (64.81%) disagreed or strongly disagreed that their personal information could be misused through the app. Only 18.09% expressed such concerns.

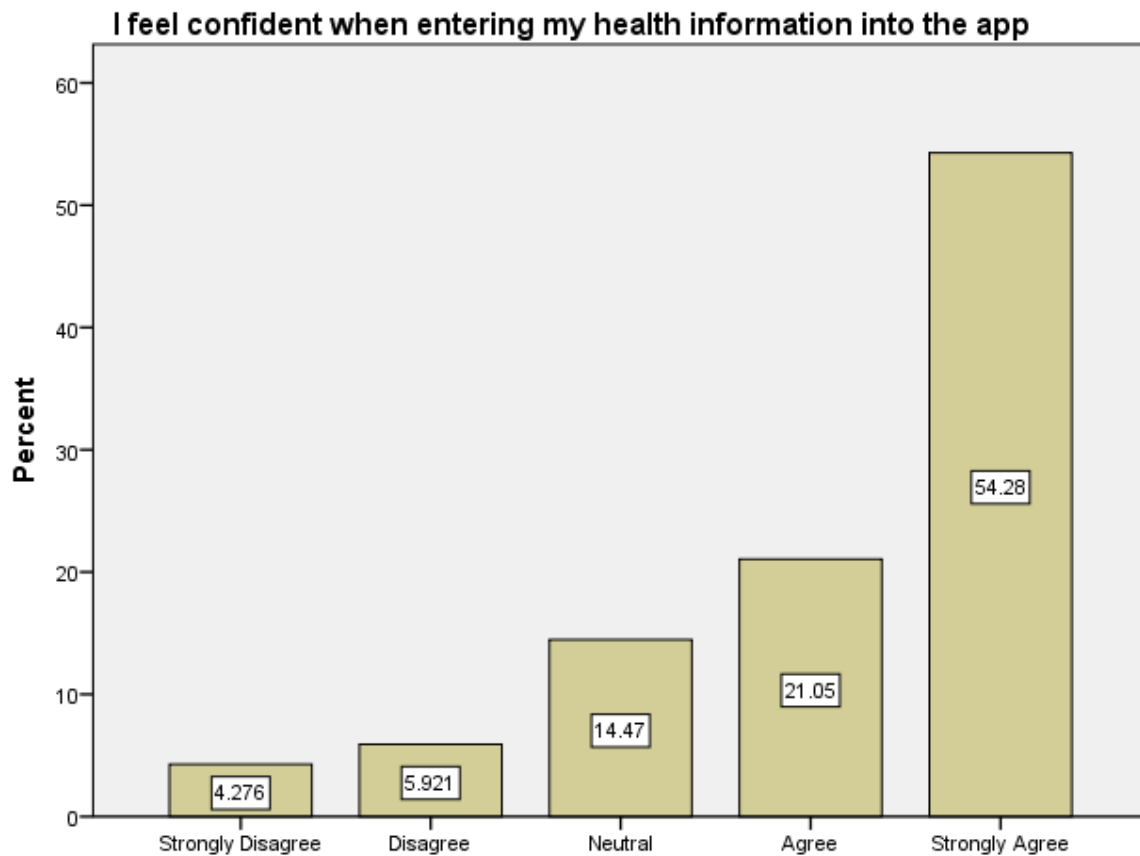


Figure 23. Confidence in Entering Personal Health Information

Most participants (75.33%) reported confidence when entering their health information into the app, while only 10.20% expressed a lack of confidence.

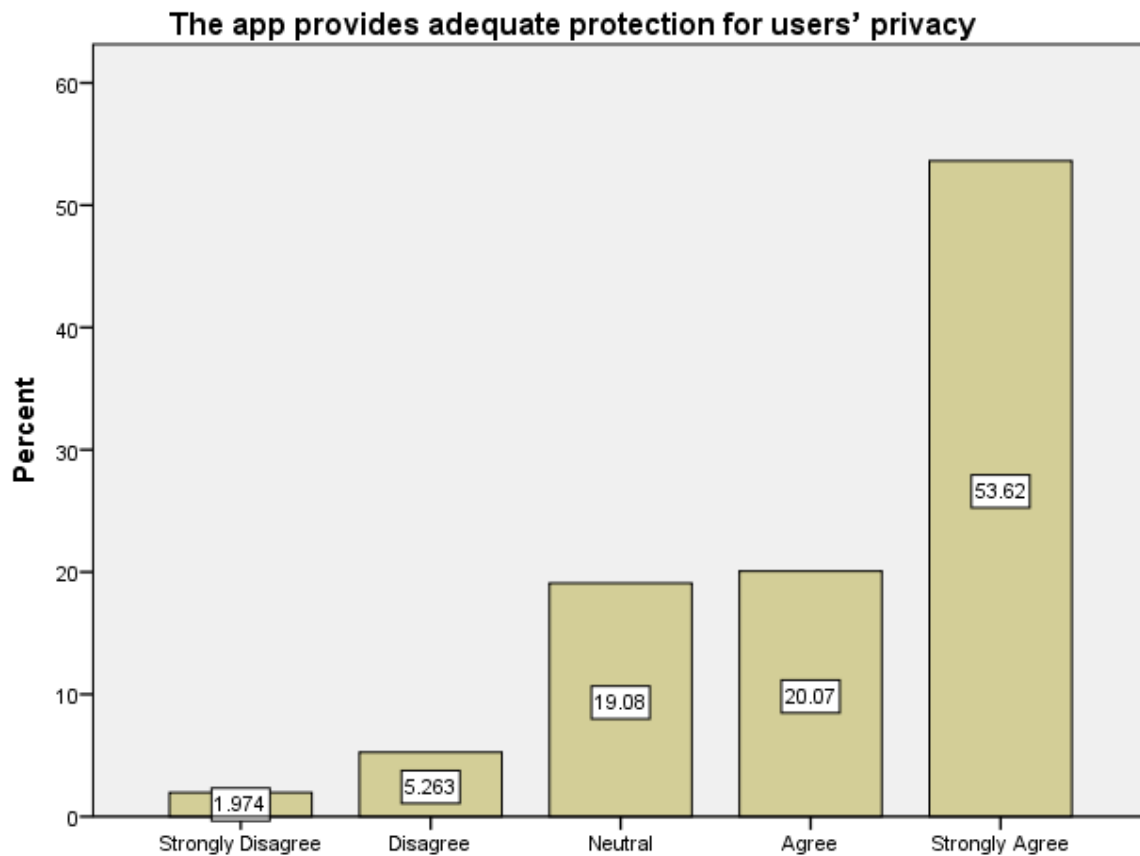


Figure 24. Perceived Protection of User Privacy

Nearly three-quarters of participants (73.69%) agreed or strongly agreed that the app provides adequate protection for users' privacy. Only 7.24% disagreed or strongly disagreed.

Discussion

This study assessed users' perceptions of the Sehaty application in Saudi Arabia, focusing on technical performance, usability, perceived benefits, trust, privacy, and security. Overall, participants reported positive experiences with the application. Most respondents considered Sehaty easy to use, beneficial for accessing healthcare services, and trustworthy in terms of privacy and data security. Although some concerns regarding technical performance were reported, the overall findings suggest that Sehaty has been successful in supporting digital healthcare delivery and meeting users' needs.

One of the most notable findings was the high level of satisfaction with the application's usability. More than two-thirds of participants agreed that Sehaty was easy to learn, easy to navigate, and simple to use. This finding is important because ease of use is often a major determinant of whether individuals adopt and continue using digital health technologies. If users encounter difficulties when navigating an application or completing tasks, they may become frustrated and discontinue its use. The positive usability ratings observed in this study suggest that the application design generally meets users' expectations and supports smooth access to healthcare services.

Similar findings have been reported in previous studies conducted in Saudi Arabia, which found that Sehaty users were generally satisfied with the application's usability and accessibility (Ali et al., 2022; Dawood & Alkadi, 2022).

Participants also reported positive perceptions regarding the benefits of Sehaty. Most respondents believed that the application saves time, facilitates access to healthcare services, improves communication with healthcare providers, and helps them manage their health more effectively. These findings are not surprising given the wide range of services available through the application. By allowing users to access appointments, laboratory results, prescriptions, and other healthcare services remotely, Sehaty reduces the need for unnecessary visits to healthcare facilities and makes healthcare services more convenient. Similar benefits have been reported in studies examining telemedicine and digital health services in Saudi Arabia and elsewhere (Alajwari et al., 2022; Allam et al., 2022). The findings indicate that users continue to perceive clear advantages from using Sehaty even after the COVID-19 pandemic, when digital health services became widely adopted.

Trust was another important strength identified in this study. Most participants expressed confidence in the Ministry of Health's digital services and believed that

Sehaty could be relied upon for healthcare-related activities. Trust is particularly important in healthcare because users are often required to share sensitive personal and medical information. Without sufficient trust, individuals may hesitate to use digital health applications regardless of their functionality. The high levels of trust observed in this study may reflect confidence in the Saudi healthcare system and the Ministry of Health's efforts to develop reliable digital health services. Similar associations between trust and acceptance of digital health technologies have been reported in previous studies of Sehaty and telemedicine services in Saudi Arabia (Al-Edresee & Alrabaily, 2025; Alajwari et al., 2022).

Participants also reported generally positive perceptions regarding privacy and security. Most respondents believed that their personal information was adequately protected and felt comfortable using the application. This finding is encouraging because privacy concerns have frequently been identified as barriers to the adoption of digital health technologies. The positive perceptions observed in this study may indicate growing public confidence in the security measures implemented within Saudi digital health systems. Nevertheless, a minority of participants remained concerned about privacy and the potential misuse of personal information. These

concerns should not be ignored because confidence in data protection is essential for maintaining public trust and encouraging continued engagement with digital health services.

Although the overall findings were positive, some participants reported technical problems such as application errors, crashes, and performance issues. While these concerns were reported by a relatively small proportion of respondents, they remain important because technical problems can negatively affect user satisfaction and reduce confidence in digital health services. Previous studies have similarly identified software glitches, slow response times, and technical instability as barriers affecting the use of Sehaty and other digital health applications (Ali et al., 2022; Alzghaibi, 2025). Continuous monitoring and improvement of technical performance are therefore necessary to ensure consistent user experience and maintain confidence in the platform.

The positive perceptions observed in this study should also be viewed within the context of the broader digital health transformation taking place in Saudi Arabia. Over the past decade, substantial investments have been made in healthcare digitalization through the development of electronic health records, telemedicine services, and

national digital health platforms. These initiatives have increased public exposure to digital healthcare services and improved familiarity with healthcare applications. The widespread acceptance of Sehaty observed in the current study may therefore reflect not only the characteristics of the application itself but also the growing integration of digital technologies into everyday healthcare delivery in Saudi Arabia.

Overall, the findings suggest that Sehaty has been successful in providing a user-friendly and trusted platform for accessing healthcare services. However, maintaining user satisfaction will require continued efforts to address technical issues, strengthen privacy protections, and further improve the user experience. As digital health services continue to expand under Vision 2030, understanding users' experiences will remain important for ensuring that these technologies effectively meet the needs of the population.

Conclusion

Overall, participants reported positive perceptions across most domains. The majority found the application easy to learn, easy to navigate, and useful for accessing healthcare services. Users also perceived Sehaty as an effective tool for saving time, facilitating access to healthcare, improving health management, and enhancing communication with healthcare providers.

Most participants expressed trust in the Ministry of Health's digital services and confidence in the security and privacy of their personal information. Although some concerns regarding technical issues such as application crashes, loading delays, and technical errors were reported, these concerns were expressed by a minority of users.

The findings suggest that usability, perceived usefulness, trust, and confidence in privacy protection are important factors supporting user engagement with the Sehaty application. Continued efforts to improve technical performance, enhance user experience, and strengthen public confidence in digital health services may further increase the adoption and effectiveness of Sehaty. As Saudi Arabia continues its digital health transformation under Vision 2030, applications such as Sehaty are expected to

play an increasingly important role in improving healthcare accessibility, efficiency, and patient-centered care.

Recommendations

- To improve user experience, the Ministry of Health should continue enhancing the technical performance of the Sehaty application by reducing app crashes, technical errors, and loading delays.
- To increase usability, application interfaces and navigation systems should be simplified to accommodate users with different levels of digital literacy.
- To strengthen user confidence, privacy and security measures should be continuously updated and clearly communicated to users.
- To provide a more integrated healthcare experience, interoperability between Sehaty and other healthcare information systems should be further strengthened.
- To ensure equitable access to digital healthcare services, efforts should be made to improve accessibility for older adults and individuals with limited digital skills.
- To support continuous improvement of the Sehaty application, user feedback should be regularly collected and incorporated into future updates and service enhancements.

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Appendix

الاستبيان: استخدام تطبيق صحتي في المملكة العربية السعودية

القسم الأول: أسئلة التأكد من الأهلية

هل سبق لك استخدام تطبيق صحتي ؟

نعم ☐ لا ☐ (إنهاء الاستبيان) ☐

هل عمرك 18 سنة أو أكثر؟

نعم ☐ لا ☐ (إنهاء الاستبيان) ☐

هل تقيم حالياً في المملكة العربية السعودية؟

نعم ☐ لا ☐ (إنهاء الاستبيان) ☐

القسم الثاني: البيانات الديموغرافية

العمر

☐ ≥60 ☐ 50-59 ☐ 40-49 ☐ 30-39 ☐ 18-29

الجنس

ذكر ☐ أنثى ☐

الجنسية

سعودي ☐ غير سعودي ☐

المستوى التعليمي

أقل من الثانوية □ الثانوية العامة □ دبلوم □ بكالوريوس □ دراسات عليا □

الحالة الوظيفية

موظف حكومي □ موظف قطاع خاص □ عمل حر □ طالب □ غير موظف □ متقاعد □

مكان السكن

مدينة □ قرية □

القسم الثالث: نمط استخدام تطبيق صحتي

منذ متى تستخدم تطبيق صحتي؟

أقل من 6 أشهر □ 6-12 شهر □ سنة-سنتان □ أكثر من سنتين □

كم مرة تستخدم تطبيق صحتي؟

أسبوعياً □ شهرياً □ أحياناً □ نادراً □

أوافق بشدة	أوافق	محايد	أعارض	أعارض بشدة	العبارة
					يتعطل تطبيق صحتي بشكل متكرر أثناء الاستخدام

يستغرق التطبيق وقتاً طويلاً للتحميل أو الاستجابة					
أواجه أخطاء تقنية أثناء استخدام التطبيق					
بعض خدمات التطبيق لا تعمل بشكل صحيح					
ضعف الاتصال بالإنترنت يحد من قدرتي على استخدام التطبيق بشكل فعال					
واجهة تطبيق صحتي واضحة وسهلة الفهم					
من السهل التنقل بين أقسام التطبيق					
تنفيذ المهام داخل التطبيق سهل بالنسبة لي					
التعليمات داخل التطبيق واضحة وسهلة المتابعة					

تعلم استخدام تطبيق صحتي كان سهلاً بالنسبة لي					
يساعدني تطبيق صحتي على توفير الوقت عند الحصول على الخدمات الصحية					
يسهل تطبيق صحتي الوصول إلى الخدمات الصحية					
يساعدني تطبيق صحتي في إدارة حالتي الصحية بشكل أفضل					
يقلل تطبيق صحتي من الحاجة إلى زيارة المرافق الصحية حضورياً					
يحسن تطبيق صحتي التواصل مع مقدمي الرعاية الصحية					

أثق في الخدمات الرقمية المقدمة من وزارة الصحة عبر تطبيق صحي					
أعتقد أن معلوماتي الصحية الشخصية آمنة داخل التطبيق					
أشعر بالقلق من احتمال إساءة استخدام معلوماتي الشخصية عبر التطبيق					
أشعر بالثقة عند إدخال معلوماتي الصحية في تطبيق صحي					
يوفر تطبيق صحي حماية كافية لخصوصية المستخدمين					

Abstract

Background

Mobile health (mHealth) applications have become an important component of healthcare delivery worldwide. In Saudi Arabia, digital health transformation has accelerated under Vision 2030, leading to the development of several electronic healthcare platforms. Among these platforms, the Sehaty application has emerged as one of the most widely used digital health tools, providing users with access to healthcare appointments, telemedicine services, laboratory results, vaccination records, and other healthcare services. Despite the widespread implementation of Sehaty, user engagement and satisfaction may be influenced by technical performance, usability, trust, privacy concerns, and perceived usefulness.

Objective

This study aimed to assess users' perceptions of the Sehaty mHealth application in Saudi Arabia, with a particular focus on technical performance, usability, perceived benefits, trust, security, and privacy.

Methods

A cross-sectional survey was conducted among adult users of the Sehaty application in Saudi Arabia. Data were collected using a structured online questionnaire distributed through social media platforms. The questionnaire included items related to sociodemographic characteristics, frequency of app use, technical performance, usability, perceived benefits, trust, privacy, and security. Responses were measured using a five-point Likert scale. Data were analyzed using descriptive statistics and presented as frequencies and percentages.

Results

A total of 304 participants completed the survey. Participants generally reported positive perceptions regarding the Sehaty application. Most respondents found the application easy to navigate, easy to learn, and useful for accessing healthcare services. The majority agreed that Sehaty saves time, facilitates access to healthcare services, improves health management, and enhances communication with healthcare providers. High levels of trust in the Ministry of Health's digital services and confidence in data security were observed. Concerns regarding app crashes, technical errors, and misuse of personal information were reported by a minority of participants.

Conclusion

Most users had a positive perception of the Sehaty application. Usability, perceived usefulness, trust, and confidence in privacy protection appear to support user engagement with the application. Continued efforts to improve technical performance and strengthen user confidence in digital health services may further enhance the adoption and effectiveness of Sehaty as a national healthcare platform.

Keywords: Sehaty; mobile health; digital health; usability; trust; privacy; Saudi Arabia.

الملخص

الخلفية

أصبحت تطبيقات الصحة المتنقلة من المكونات الأساسية لتقديم الرعاية الصحية في مختلف أنحاء العالم. وفي المملكة العربية السعودية، شهد التحول الرقمي في القطاع الصحي تسارعاً ملحوظاً في إطار رؤية المملكة ألفين وثلاثين، مما أدى إلى تطوير العديد من المنصات الصحية الإلكترونية ومن بين هذه المنصات، برز تطبيق «صحتي» كأحد أكثر أدوات الصحة الرقمية استخداماً، حيث يتيح للمستخدمين الوصول إلى المواعيد الصحية، وخدمات الاستشارات الطبية عن بُعد، ونتائج الفحوصات المخبرية، وسجلات التطعيمات، وغيرها من الخدمات الصحية. وعلى الرغم من الانتشار الواسع للتطبيق، فإن مستوى تفاعل المستخدمين ورضاهم قد يتأثر بعوامل متعددة تشمل الأداء التقني، وسهولة الاستخدام، والثقة، ومخاوف الخصوصية، والفائدة المتصورة

الهدف

هدفت هذه الدراسة إلى تقييم تصورات المستخدمين تجاه تطبيق صحتي في المملكة العربية السعودية، مع التركيز على الأداء التقني، وسهولة الاستخدام، والفوائد المتصورة، والثقة، والأمان والخصوصية

المنهجية

أُجريت دراسة مقطعية شملت مستخدمي تطبيق صحي من البالغين في المملكة العربية السعودية جُمعت البيانات من خلال استبيان إلكتروني منظم تم توزيعه عبر منصات التواصل الاجتماعي وتضمن الاستبيان أسئلة تتعلق بالخصائص الاجتماعية والديموغرافية للمشاركين، ومعدل استخدام التطبيق، والأداء التقني، وسهولة الاستخدام، والفوائد المتصورة، والثقة، والخصوصية، والأمان وتم قياس الاستجابات باستخدام مقياس ليكرت الخماسي، كما جرى تحليل البيانات باستخدام الإحصاءات الوصفية وعرضها في صورة تكرارات ونسب مئوية

النتائج

أكمل الاستبيان ثلاثمائة وأربعة مشاركين. وبوجه عام، أظهر المشاركون تصورات إيجابية تجاه تطبيق صحي. وأفاد معظم المشاركون بأن التطبيق سهل التصفح، وسهل التعلم، ومفيد في الوصول إلى الخدمات الصحية. كما وافقت الغالبية على أن التطبيق يوفر الوقت، ويسهل الوصول إلى الخدمات الصحية، ويسهم في تحسين إدارة الصحة الشخصية، ويعزز التواصل مع مقدمي الرعاية الصحية. كذلك لوحظت مستويات مرتفعة من الثقة في الخدمات الرقمية المقدمة من وزارة الصحة والثقة في أمن البيانات. وفي المقابل، أبلغت نسبة محدودة من المشاركين عن مخاوف تتعلق بتعطّل التطبيق، والأخطاء التقنية، واحتمال إساءة استخدام المعلومات الشخصية

الاستنتاج

أظهرت نتائج الدراسة أن معظم المستخدمين لديهم تصورات إيجابية تجاه تطبيق صحتي. ويبدو أن سهولة الاستخدام، والفائدة المتصورة، والثقة، والاطمئنان إلى حماية الخصوصية تسهم في تعزيز تفاعل المستخدمين مع التطبيق. ومن شأن الجهود المستمرة لتحسين الأداء التقني وتعزيز ثقة المستخدمين في خدمات الصحة الرقمية أن تسهم في زيادة استخدام تطبيق صحتي ورفع فعاليته كمنصة وطنية لتقديم الرعاية الصحية

الكلمات المفتاحية: صحتي؛ الصحة المتنقلة؛ الصحة الرقمية؛ سهولة الاستخدام؛ الثقة؛

الخصوصية؛ المملكة العربية السعودية