

Understanding the Drivers and Barriers of mHealth Adoption among Urban Senior Citizens in India: A Qualitative Study

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Abstract: With the growing usage of digital health technology, new ways for improving access and management of healthcare among Sr Citizens have been generated. The use of mobile health apps has become an integral part of digital healthcare, enabling activities such as appointment bookings, health monitoring, consultation services, and access to health-related information. Nevertheless, while mobile health apps hold several potentials for seniors, the use of mHealth apps is affected by many variables. This research focuses on understanding the factors that influence mHealth use by senior citizens living in urban settings in India. This paper used a qualitative approach where data were gathered from 50 senior citizens who are 60 years old and above through the administration of a questionnaire in Delhi and Pune cities from August to September 2025. These results demonstrate that appointment booking and online consultations are the main factors driving the acceptance of mHealth, with health monitoring functions and the benefits associated with convenience following next. Meanwhile, factors such as lack of trust and privacy issues, poor motivation, digital illiteracy and preference for conventional healthcare practices have been identified as some of the most important barriers to the use of mHealth services. These results indicate that mHealth adoption among older people must include easy-to-use technologies, increased efforts on increasing their digital literacy, and improved trust-building measures. This research makes a contribution to the existing literature related to the adoption of digital healthcare applications, specifically by shedding light on the experiences and attitudes of urban seniors towards this type of technology.

Keywords: Mobile Health (mHealth), Digital Health, Senior Citizens, Technology Adoption, Healthcare Technology, Older Adults, India

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