

# AI Test Results from testers.ai



The Johnson & Johnson app's quality, based on the HOME page analysis, is concerning. The sheer volume of accessibility bugs (missing alt text, unclear language selection, 'skip to content' issues) indicates a lack of focus on inclusive design. Usability problems, such as ambiguous link text and cookie settings link placement, further detract from the user experience. Performance is also impacted by suboptimal font resource prioritization and the Content Security Policy Violation. Finally, GDPR related issues raise questions about data governance and user privacy.

### Best Aspects

While difficult to assess without seeing the entire app, the fact that Johnson & Johnson has a digital presence and an app suggests a commitment to reaching users which is a great start.

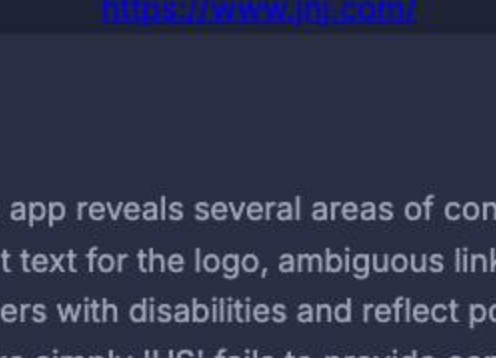
### Areas for Improvement

The app's numerous accessibility violations, usability issues, security misconfiguration, and potential GDPR non-compliance issues present significant risks and severely degrade the user experience. Neglecting accessibility excludes users and the privacy issues can significantly erode user trust.

## Quality Summary

### HOME

0.62 seconds



<https://www.jnj.com/>

### Detailed Analysis

Analyzing the HOME page of the Johnson & Johnson app reveals several areas of concern regarding overall quality. Accessibility is a major issue, with numerous WCAG violations like missing alt text for the logo, ambiguous link text requiring better descriptions, and problems with keyboard navigation. These issues directly impact users with disabilities and reflect poorly on the app's commitment to inclusivity. Usability is also compromised. Ambiguous link text like simply 'US' fails to provide context, and the placement of the cookie settings link within the privacy banner could be confusing for users. Furthermore, the 'Health&Care' typo detracts from the app's professionalism. Performance concerns stem from suboptimal font resource prioritization and a Content Security Policy violation blocking Brightcove CDN resources, potentially slowing down page load times. Finally, the presence of third-party tracking scripts without explicit consent and potential data collection without transparent purpose raise serious GDPR compliance concerns. These issues can erode user trust and expose the organization to legal risks.

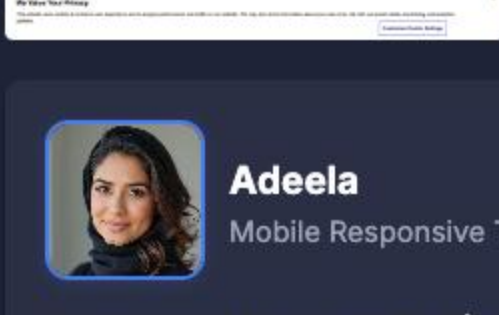
### Key Suggestions

- Conduct a comprehensive accessibility audit of the entire app to identify and fix all WCAG violations.
- Implement a robust consent management platform to ensure GDPR compliance regarding data collection and third-party tracking.
- Review and revise all link text throughout the app to ensure clarity and provide sufficient context for users.
- Strengthen security configurations to prevent Content Security Policy violations.
- Prioritize performance optimization to improve page load times and overall app responsiveness.

### Priority Improvements

1. Implement missing alt text for all images, starting with the Johnson & Johnson logo.
2. Refactor ambiguous link text on the HOME page to be more descriptive (e.g., change 'US' to 'United States - English').
3. Resolve the Content Security Policy violation blocking Brightcove CDN resources.
4. Obtain explicit consent before deploying third-party tracking scripts to comply with GDPR.
5. Add aria-labels to language selection in language selection to improve accessibility for screen reader users.

## Issues Found by AI Testers



### HOME

#### Adeela

Mobile Responsive Tester

#### Unexpected Modal on Mobile View

Priority: 8/10 Confidence: 9/10

general layout

#### Why is this a bug?

A modal window ("We are looking for ways to improve the JNJ.com experience.") appears on the mobile view that is not present on the desktop version. This covers up the main content of the page and disrupts the user's ability to interact with the site.

#### Suggested Fix

Investigate the logic controlling the modal's display. If the intention is to gather feedback, consider a less disruptive approach, such as a small, unobtrusive banner or a feedback button that users can choose to engage with.

#### Why Fix This?

The modal significantly impairs the user experience on mobile devices by covering the main content and preventing users from accessing it immediately. This could lead to frustration and a higher bounce rate.

#### Route To

Front-end developer

#### Pete

Privacy and Security Tester

#### Third-Party Tracking Scripts Without Explicit Consent

Priority: 7/10 Confidence: 8/10

GDPR Third-Party Tracking

#### Why is this a bug?

The presence of scripts from 'connect.facebook.net', 'googletagmanager.com', and 'uvarenneur.kameleoon.io' in the network requests indicates third-party tracking. There is no immediately obvious mechanism for users to provide explicit consent for this tracking before the scripts are loaded. This could violate GDPR requirements for consent management.

#### Suggested Fix

Implement a consent management platform (CMP) that blocks these scripts until explicit user consent is obtained. Ensure that consent preferences are respected and auditable.

#### Why Fix This?

Failure to obtain explicit consent for third-party tracking can result in GDPR fines and reputational damage.

#### Route To

Frontend Engineer, Legal Counsel

#### Relevant Network Call

```
https://connect.facebook.net/en_US/sdk.js, http s://www.googletagmanager.com/gtag/js?id=UA-1584 6888-1, https://uvarenneur.kameleoon.io/kameleo on.js
```

#### Isabella

Usability Tester

#### "Skip to content" Link Appears Only on Focus

Priority: 7/10 Confidence: 8/10

WCAG keyboard accessibility

#### Why is this a bug?

The 'Skip to content' link is visually hidden until it receives focus. This means a keyboard user has to tab through the entire header before it becomes visible, which can be confusing and is not WCAG compliant, success criterion 2.4.7 Focus Visible.

#### Suggested Fix

Ensure the 'Skip to content' link is always visually available, or style it to be visible by default.

#### Why Fix This?

Makes keyboard navigation more efficient and accessible.

#### Route To

Frontend Engineer

#### Aisha

Tester for Missing Aspects

#### Cookie Settings Link Text in Privacy Banner

Priority: 7/10 Confidence: 8/10

Usability Legal

#### Why is this a bug?

The cookie banner uses 'Customize Cookie Settings', which is acceptable, but the cookie policy and settings presented may be difficult to navigate or fully understand by the average user.

#### Suggested Fix

Review the cookie policy and cookie settings UI for clarity and ease of use. Ensure users can easily understand and manage their cookie preferences. Consider A/B testing different variations of the cookie settings UI to optimize for user understanding and engagement.

#### Why Fix This?

Addresses potential usability issues within the cookie settings interface itself, ensuring users can easily manage their cookie preferences. Enhances transparency and builds trust with users.

#### Route To

Frontend Engineer, Legal Counsel

#### Aisha

Tester for Missing Aspects

#### Missing aria-label on language links in language selection

Priority: 7/10 Confidence: 9/10

WCAG Accessibility

#### Why is this a bug?

The anchor tags within the language selection list lack 'aria-label' attributes describing the language. This is crucial for accessibility because the 'href' attributes are URLs, and screen reader users may not immediately understand that these links change the site's language. Without proper ARIA labels, it becomes difficult for users with disabilities to navigate and select their preferred language. This directly violates WCAG 2.4.4 (Link Purpose (In Context)).

#### Suggested Fix

Add an 'aria-label' attribute to each language selection link (<a> tag) specifying the language. Example: <a href="https://www.jnj.com/" class="Link" aria-label="English"></a> .

#### Why Fix This?

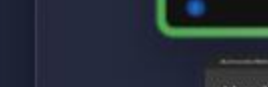
Improved accessibility for screen reader users, enabling them to easily navigate and select their preferred language. Addressing this issue will improve compliance with WCAG 2.4.4.

#### Route To

Frontend Engineer

## AI Generated Functional Test Results

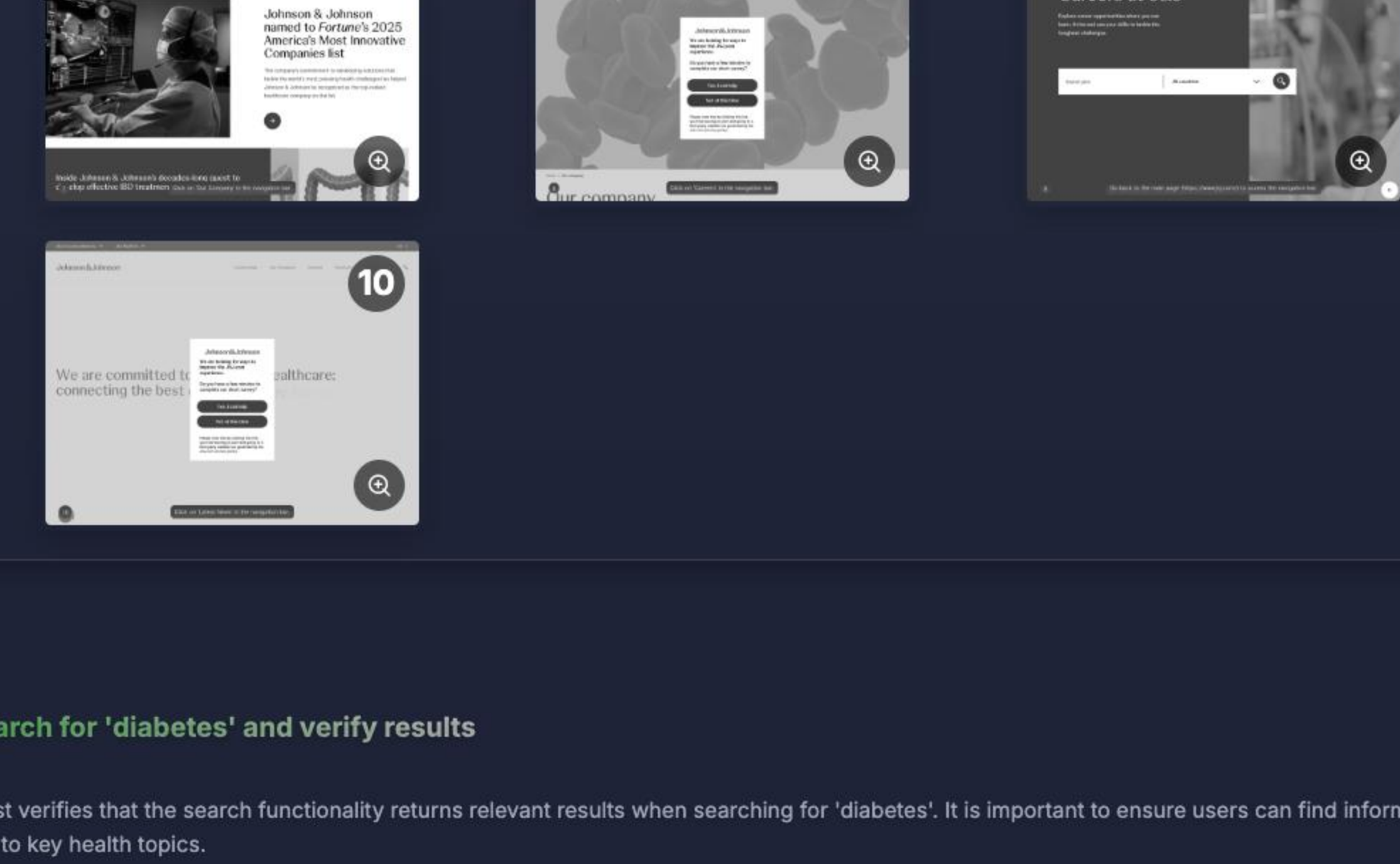
### Start Page: HOME



Aiden Demo\_Tests

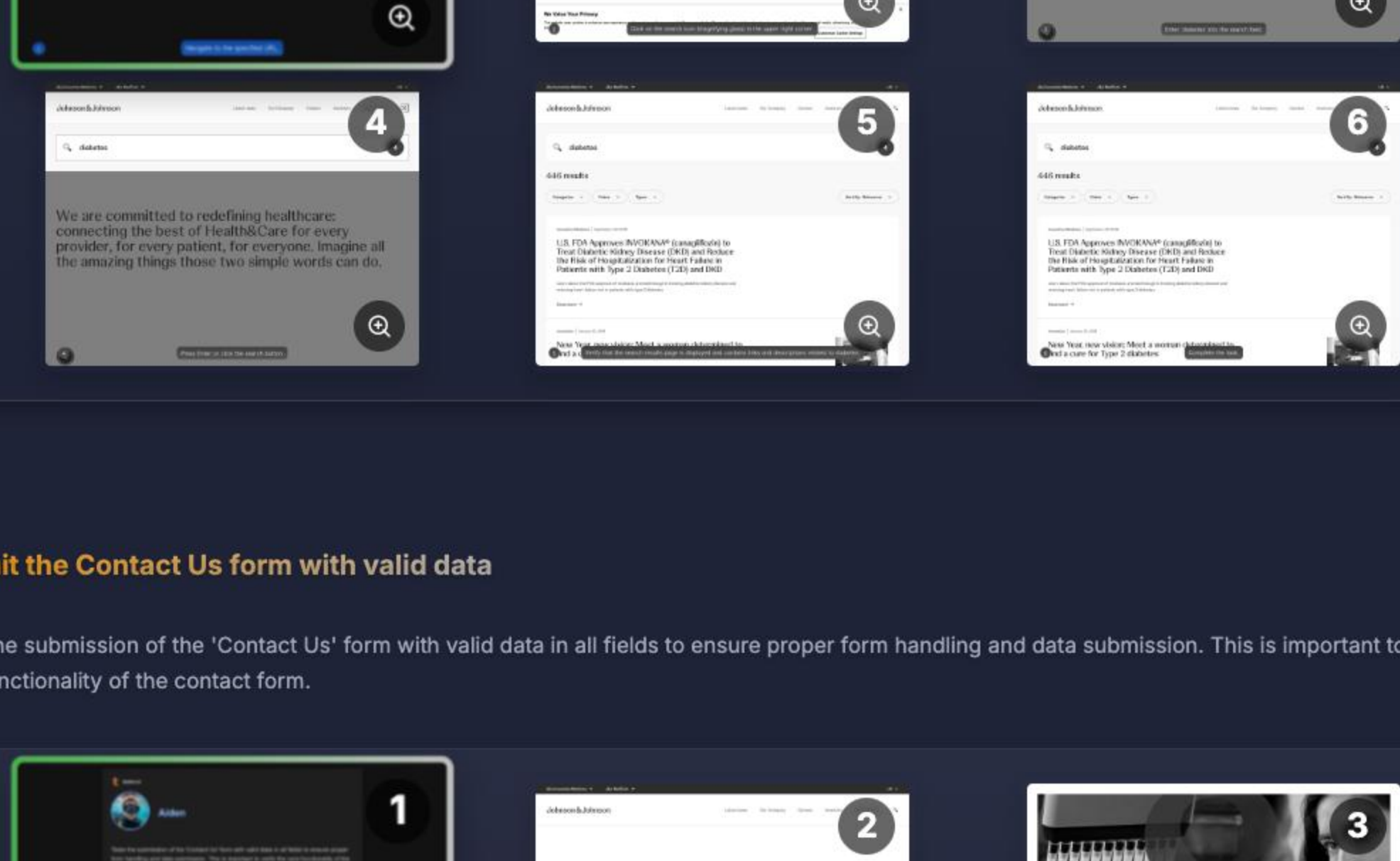
### Navigate from Latest News to Media Center via multiple clicks

This test verifies that a user can navigate from the Latest News section to the Media Center section using the navigation bar. This is important to ensure that users can easily access different sections of the website and find the information they are looking for. Ensures core navigation functions as expected.



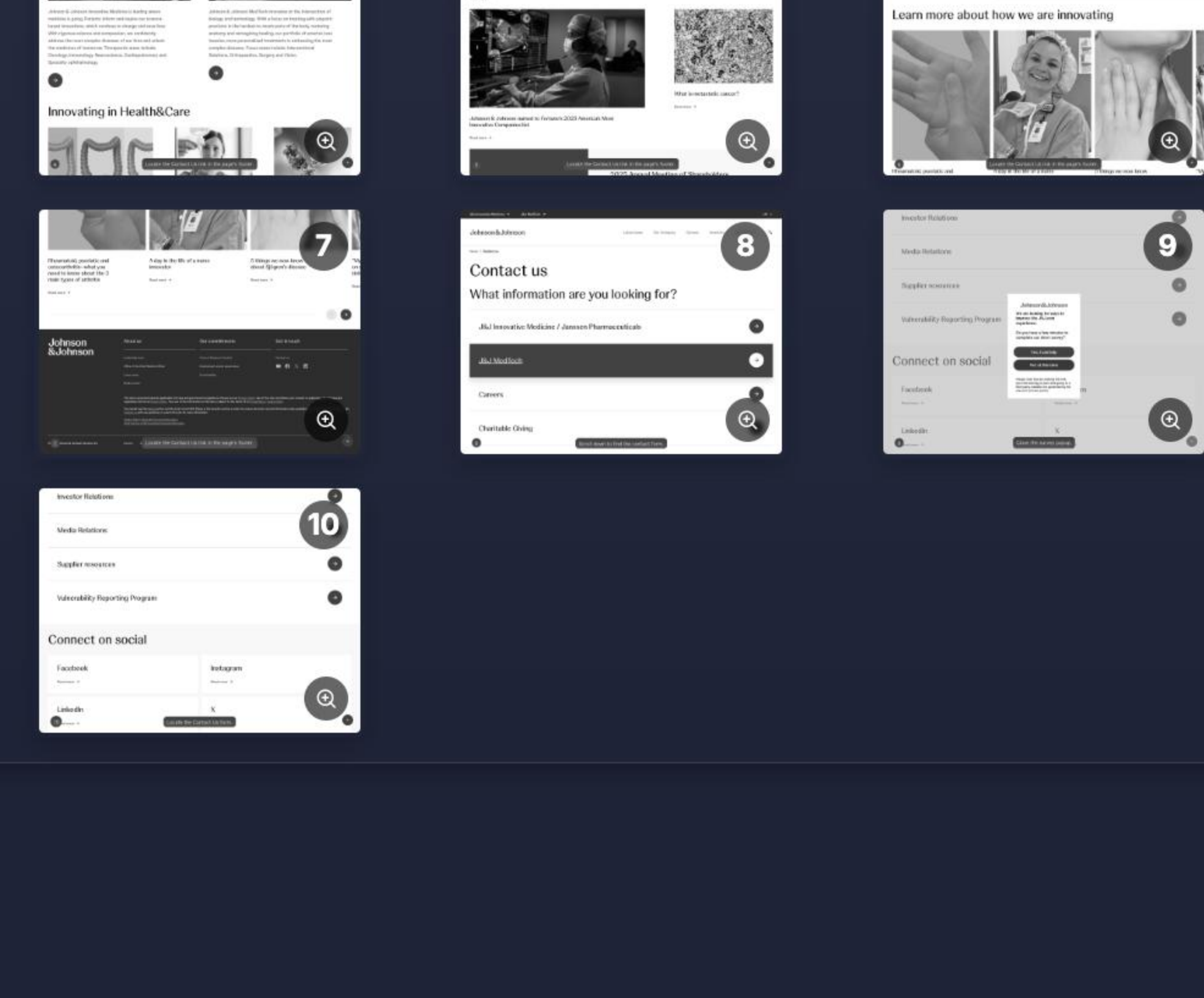
### Search for 'diabetes' and verify results

This test verifies that the search functionality returns relevant results when searching for 'diabetes'. It is important to ensure users can find information related to key health topics.

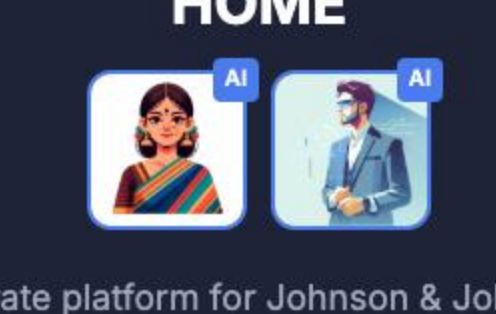


### Submit the Contact Us form with valid data

Tests the submission of the 'Contact Us' form with valid data in all fields to ensure proper form handling and data submission. This is important to verify the core functionality of the contact form.



## User Persona Feedback Summary



### HOME



The website serves as a corporate platform for Johnson & Johnson, showcasing its innovative medicine and medtech divisions, company news, investor relations, and career opportunities. It aims to present the company as a leader in healthcare innovation and a responsible corporate citizen.

Overall Score	Visual Design	Usability	Content Quality
★★★★★	★★★★★	★★★★★	★★★★★
The website effectively presents J&J's business and mission, but improvements in navigation, accessibility, and personalized content could enhance user engagement. The visual design is clean and professional, but could be more engaging. The site is generally easy to navigate, but the sheer amount of information could be better organized for different user groups.	The visuals are professional but could be more dynamic and engaging.	The website is generally easy to navigate, but the sheer amount of information could be better organized for different user groups.	The content is comprehensive and informative, but could be more tailored to different user personas to increase relevance and engagement.

### Individual User Persona Feedback

**Aisha Patel, 35**

Persona:Aisha is a research scientist specializing in immunology. She works at a biotech startup and is passionate about developing new therapies for autoimmune diseases. She holds a Ph.D. in immunology and has published several research papers.

**Overall Rating**  
★★★★★

*As a researcher, I appreciate the depth of information available on Johnson & Johnson's innovative medicine. I would like to see more detailed research data and publications directly linked from the website.*

**Actions Performed**

- Read about the future of immunology.
- Search for job opportunities in research and development.

**Suggestions**

- Create a dedicated section for research publications and data.
- Incorporate interactive tools for researchers.
- Add personal stories from researchers and patients.

**David Chen, 28**

Persona:David is a software engineer with a passion for technology and its impact on healthcare. He is interested in exploring how technology can improve patient outcomes and streamline healthcare processes.

**Overall Rating**  
★★★★★

*As a technologist, I am interested in the innovative applications of technology in healthcare. The MedTech section is informative, but I would like to see more details about the technology behind the devices.*

**Actions Performed**

- Explore the MedTech section to learn about innovative medical devices.
- Look for information on Johnson & Johnson's digital health initiatives.

**Suggestions**

- Provide more technical details about the medical devices and digital health initiatives.
- Incorporate interactive tools and features.
- Add personal stories from patients who have benefited from the medical devices.

Print Report