Worst User Interface Description

The Worst User Interface I Have Used — Bangladesh Railway Ticket Booking Website (Old Version) The worst user interface I have ever used was the old version of the Bangladesh Railway e-ticketing website (before its major redesign). The interface was cluttered, confusing, and painfully slow. From the very first page, users were bombarded with too much text, multiple buttons, and inconsistent font styles. There was no clear visual hierarchy, making it difficult to understand where to start. The login and registration process was extremely frustrating. The form fields were small and poorly labeled, and error messages were unclear. Sometimes, clicking the "Next" button would reload the same page without explanation. Even after successfully logging in, the ticket search system was poorly designed. Selecting the date, station, and seat category often resulted in page errors or unnecessary reloads. Another major issue was lack of responsiveness. On mobile devices, text overlapped and buttons were misaligned, making it almost impossible to use. The website also had very poor loading performance, especially during peak hours, leading many users to abandon the process halfway. To make it better, the developers could have followed basic UI/UX principles — using a cleaner layout, larger input fields, clear labels, and a progress indicator to guide users step by step. Modern web technologies and better visual consistency could have improved both appearance and performance. The old railway booking site likely turned out this way because it was designed without usability testing or proper user feedback. It focused only on functionality, not the user experience — proving that even a working system can fail if the interface is bad.