

Heuristic Evaluation using HMI Principles for specific Goal

Aim

Learn HCI design principles – heuristic evaluation: Identify 5 different websites catering to one specific goal and perform a competitive analysis on them to understand how each one caters to the goal and prepare a report on the same.

Theory

Goal Analysis

Define specific goal and the supporting goals.

Specific Goal: Book the ticket for Flight.

Sub-Goal 1: Registration

Sub- Goal 2: See the Availability of tickets

Sub-Goal 3: Departure and arrival date of flight.

Sub-Goal 4: Check for Travel class and book ticket respectively.

Sub-Goal 5: Securely Payments should be done.

Sub-Goal 6: Ease to access.

Analysis of Goals related Activities

Sr. No.	Goal	Activity
1.	Registration	After Registration user should get mail for Login id and Password
		Should able to login via email/phoneno
		Should have proper security
2.	Availability of tickets	Should allow users to see the avail of tickets.
.		Should allow user to give choice for window seats or other. Should allow user to cancel the flight tiket.
3.	Departure and arrival date of flight.	Should allow user to see the available of ticket for particular date.

4.	Check for travel class	Should allow user to book based on travel class like business class,economy etc.
5.	Ease to access	Navigation across the app should be simple
6.	Securely Payments should be done.	Should able to make payment and if there is any problem cause should able to refunded.
		Should have proper security

Application Selection based on the Goal

1. [*https://www.goibibo.com/flights/\(Goibibo\)*](https://www.goibibo.com/flights/(Goibibo))
2. [*https://www.makemytrip.com/\(Makemytrip\)*](https://www.makemytrip.com/(Makemytrip))
3. [*https://www.skyscanner.co.in/\(sky scanner\)*](https://www.skyscanner.co.in/(sky scanner))
4. [*https://flightsearchdirect.com/\(Trivago\)*](https://flightsearchdirect.com/(Trivago))
5. [*https://www.expedia.com/ \(Expedia\)*](https://www.expedia.com/ (Expedia))

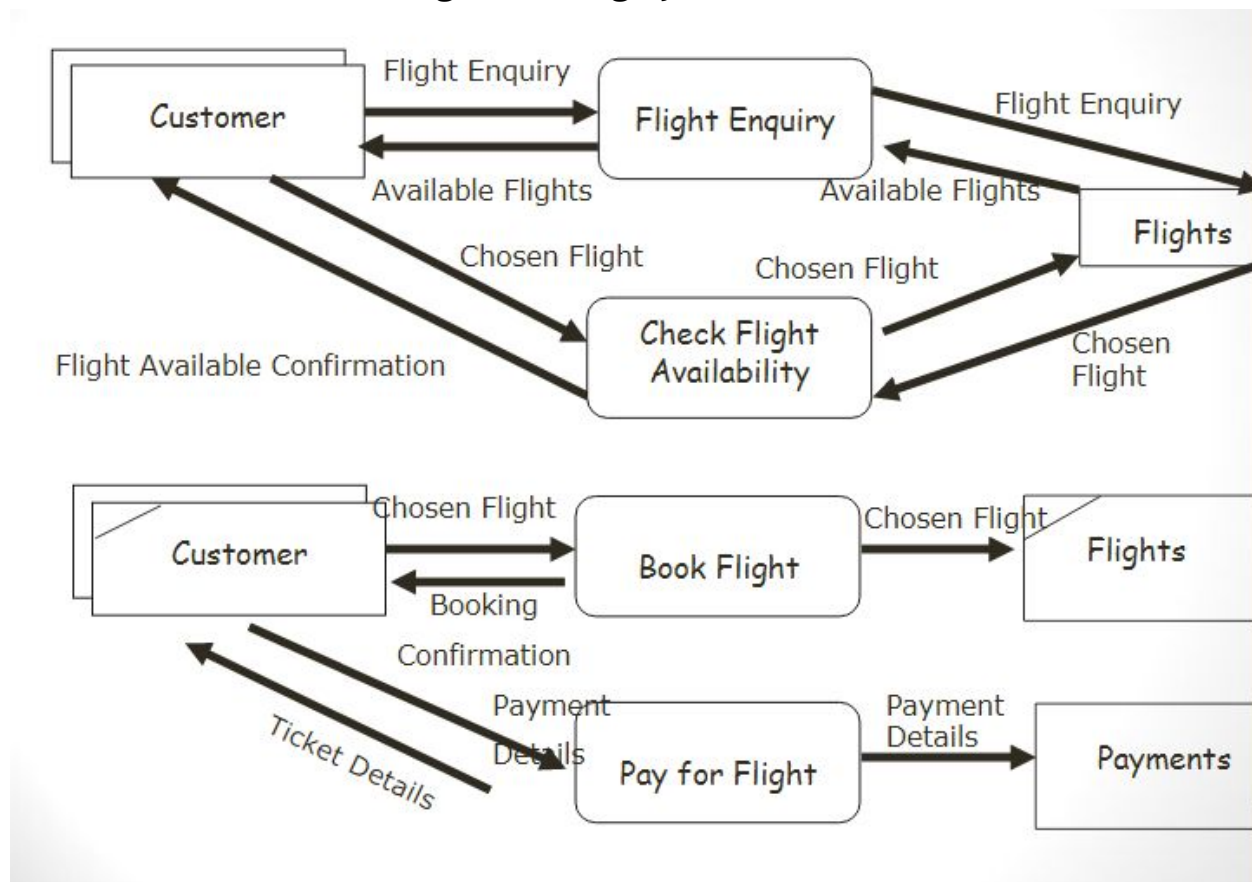
Analysis of the Applications based on Goals.

Sr. No.	Goal	Activity	Analysis
1.	Registration through personal credential	After Registration user should get mail for Login id and Password	Very good
		Should able to login via email/phoneno	Very good
		Should have proper security	Excellent
2.	Availability of tickets	Should allow users to see the avail of tickets.	Very good
.		Should allow user to give choice for window seats or other.	Fair
3.	Departure and arrival date of flight.	Should allow user to see the available of ticket for particular date.	Excellent
4.	Check for travel class	Should allow user to book based on travel class like business class, economy etc.	Very Good

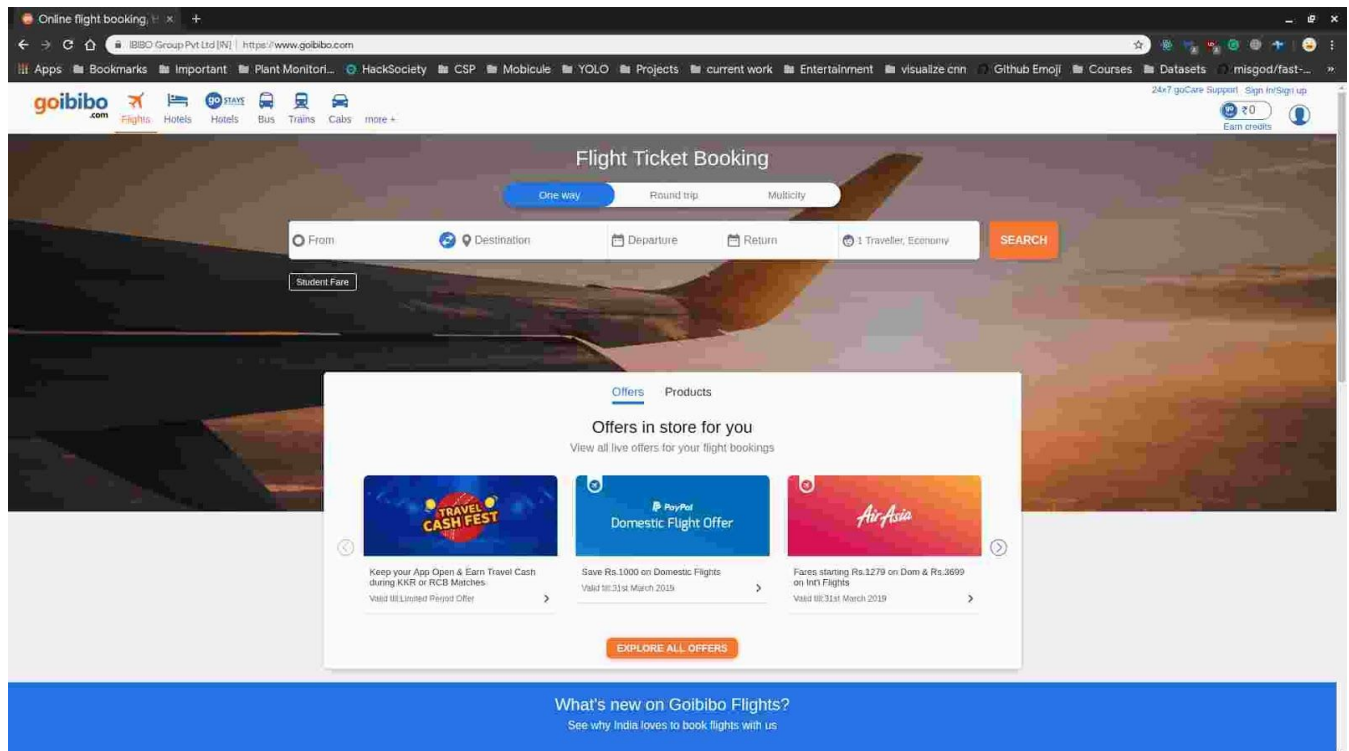
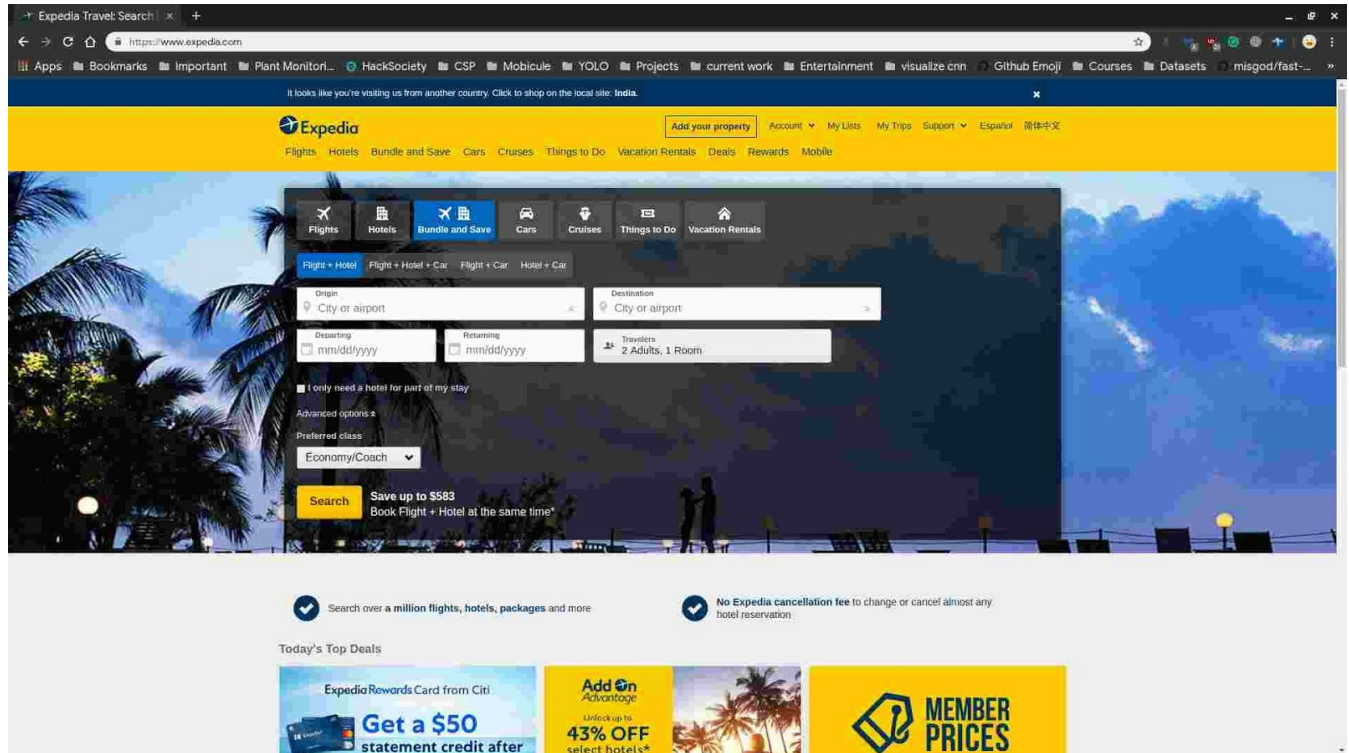
5.	Ease to access	Navigation across the app should be simple	Very good
6.	Securely Payments should be done.	Should able to make payment and if there is any problem cause should able to refunded.	Excellent
		Should have proper security	Excellent

Analysis of the Applications Workflow and GUI

INFORMTION FLOW for Flight Booking System:



GUI OF Flight Booking System:



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Analysis of the Applications based on HCI Principles

Sr. No.	Principles	App 1	App 2	App 3	App 4	App 5
1	Aesthetically Pleasing	Very good	Very Good	Good	Good	Good
2	Compatibility	Average	Good	Good	Average	Average
3	Comprehensive	Good	Very Good	Average	Average	Good
4	Consistency	Good	Excellent	Good	Good	Good
5	Control	Average	Good	Good	Good	Average
6	Efficiency	Good	Very Good	Good	Average	Average
7	Flexibility	Good	Good	Good	Good	Good
8	Forgiveness	Good	Very Good	Average	Good	Good
9	Recovery	Average	Very Good	Good	Good	Good
10	Responsiveness	Good	Very Good	Good	Good	Good

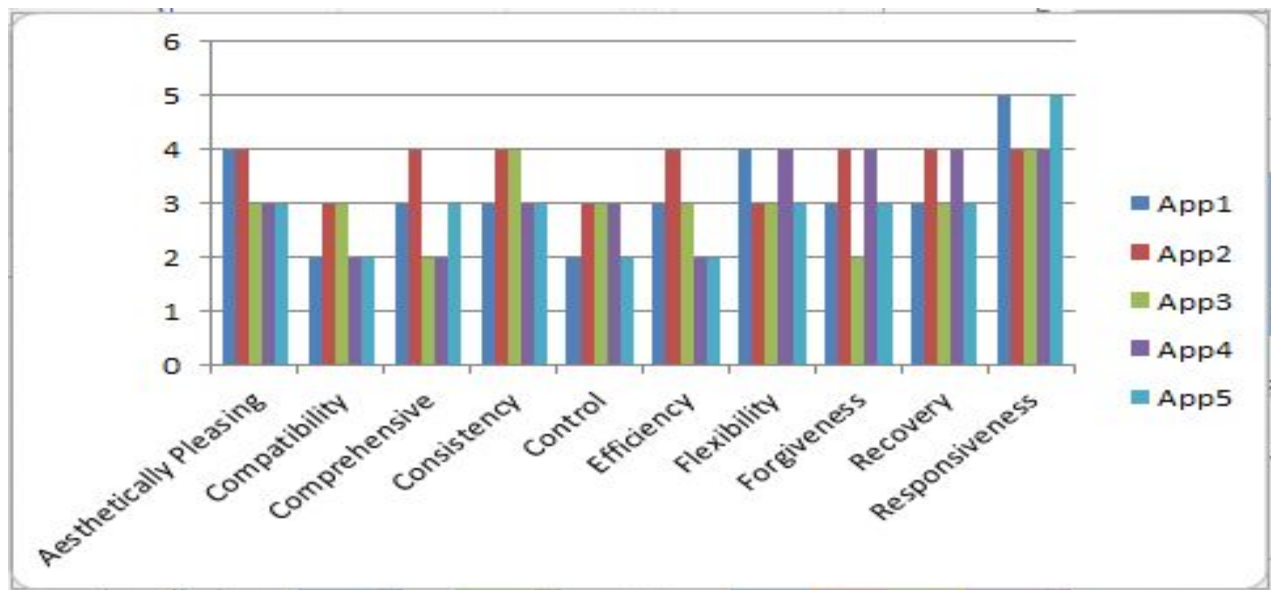
1.Fair

2.Average

3.Good

4.Very Good

5.Excellent



Conclusion

Flight Booking System is the best application when it comes to HCI Principles. It is very aesthetically pleasing. It is compatible with all devices. It is also comprehensive. It maintains consistency when it comes to GUI. It provides good control to users over the application. It is quite efficient as it performs almost all the functionality that a user desires. It is very flexible as well. It is a forgiving application as its reloaded even after a power failure and saves changes. It also recovers well. It is very responsive as users get immediate results.