

A Project Review 3 Report on
Providing an alternative aesthetic and minimalistic user
interface for Maharashtra Tourism Website

Submitted in partial fulfilment for the award of the degree of

B.Tech (Computer Science and Engineering)

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Prepared For

CSE4015 - HUMAN COMPUTER INTERACTION

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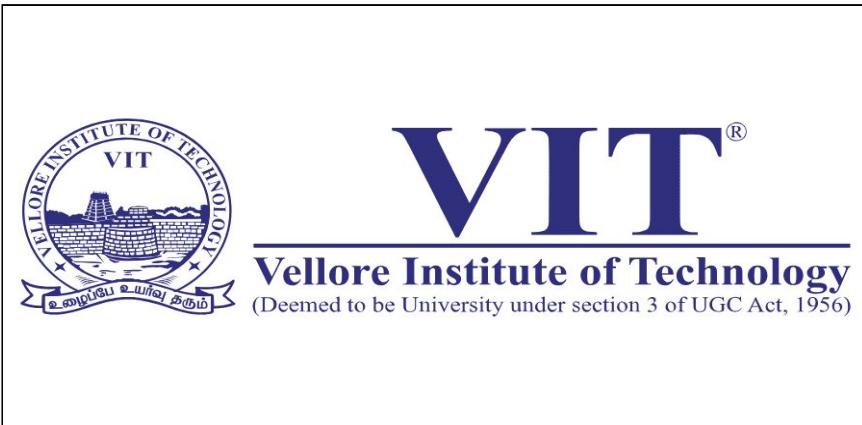


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1. Abstract

As tourism is one of the fastest growing industries today, tourism industry events are getting more and more important. People have become more interested in events of all kinds, and will travel far away to participate in events that they find interesting. Events can offer various economic and social benefits for destinations, and therefore tourism sites should be more user friendly and have a user interactive design.

It has become widely accepted that every community and destination needs to adopt a long-term, strategic approach to event tourism by planning and development in order to realize the full tourism potential of events. This project was launched as a response to the lack of studies on how Tourism sites are actually used in destinations.

The project was directed to remodel the Maharashtra tourism site and the aim was to make the site more user interactive using better user interfaces that have splendid graphics and animations. We offer tour and travel services including hotel reservations, holiday tour packages, contact information, chat assistance, feedback provision and map features. We offer everything related to travelling services under one roof.

Maharashtra is known for its rich culture and heritage with beautiful beaches, forts and caves. Hence the website must be able to attract tourists who wish to witness maharashtrian culture and passionate travellers. It is also known for its various delicious cuisines so our website must have the necessary information to attract food enthusiasts and bloggers.

As for the foreigners, their purpose of visit to India is mostly because they view our country as a land rich in culture, diversity, religions and ethnicity, so by focusing the theme of the website around this we can attract a lot of foreign tourists. Hence it is vital that the website caters to the needs of every possible user to ensure an useful and pleasing experience.

2.Introduction

Tourism is an essential industry in many countries, taking the first places as a source of income for the GNP (gross national product) and the GNI (gross national income) in several of them.

Human-Computer Interaction (HCI), just as the name implies, refers to the interaction between humans and computer technologies. It has been around for decades and has impacted nearly every area of our daily lives. Not surprisingly, HCI has become more relevant for service industries. An increasing number of applications used in the service industry take HCI into consideration in design and implementation. The most common example is that more and more people are booking hotel rooms online or through mobile phones, instead of calling hotels, compared with decades ago. The exploration of the relationship between human and computers has quickly become one of the most important study fields. Because HCI studies the relationship between humans and computers, it needs supporting knowledge on both the human and the machine side.

HCI takes advantage of our everyday knowledge of the world to make software and devices more understandable and usable for everyone. If a system is well designed with HCI techniques, the user should not even have to think about the intricacies of how to use the system. Interaction should be clear, intuitive, and natural. The core philosophy of HCI is to provide safe, usable, and efficient systems to everyone, and this includes those with different sets of abilities and different ranges of expertise and knowledge.

This project is directed to remodel the Maharashtra tourism site and the aim is to make the site more user interactive using better user interfaces that have splendid graphics and animations.

3.Requirement Analysis

Summary of Stakeholders's Profile

According to the survey conducted, majority stakeholders belong to the age group of “18-30” (quantitatively - 73.4%). The next most crowded age group being “30-60” populating the 20.3% of our responses.

Most of the people who entered the survey were people who had planned tours for 2019 and early 2020. This interpretation makes sense because the survey conducted was a review about the Maharashtra tourism website.

	Young Adults	Adults to Senior-aged
Age	18-30	30-60
Sex	Both Male and Female	Both Male And Female
Physical Limitations	May be fully able-bodied or maybe have some physical limitations in relation to hearing or sight. Will be of varying heights.	May be fully able-bodied or maybe have some physical limitations in relation to hearing or sight. Will be of varying heights.
Educational background	May have decent,minimal or no educational qualifications	May have decent,minimal educational qualifications.
Computer/IT use	Probably have some prior experience of	Probably have some or no prior experience of

	computer or IT use.	computer or IT use.
Motivation	Probably very motivated to use the website for planning tours in the state of Maharashtra.	Could be very motivated to use the website especially if utilising it could minimise their time to stand in a queue for travel tickets and hotel bookings.
Attitude	Attitudes to use may vary, depending on the services that the website offers and the interface of the website itself.	Attitudes to use may vary, depending on the services that the website offers and the interface of the website itself.

3.1 Prepared List of Questions

1.

User Review

Please Visit <https://www.maharashratourism.gov.in> and give an honest review of the website

* Required

Your Name *

Your answer

2.

Which age group do you belong to? *

- Under 18
- 18-30
- 30-60
- 60+

3.

What was the first impression of the Website? (on a scale of 1 to 5) *

- 1
- 2
- 3
- 4
- 5

4.

Does the website seem a bit cluttered? *

- Yes
- No

5.

If yes why? Or if no why? *

Your answer

6.

The Visitor Counter



Does the visitor counter work? *

Yes

No

7.

What do you think about the blinking and moving text segments on the website page? *

Your answer

8.

Does the 'Map' tab load properly? *

- Yes
- No

9.

Does not having a proper Map API hinder your travel plans? *

Your answer

10.

Do you prefer the colour scheme of the website? *

- Yes
- No

11.

Is the website adequately responsive on mobile devices

1 2 3 4 5

Not responsive at all Perfectly responsive

12.

Is the website satisfying all of your travel needs and interests? *

1 2 3 4 5

Not Satisfactory

Extremely Satisfactory

13.

What additional features would you like to suggest for better interface and navigation? (Any 2 points)

Your answer

3.3 Demerits of Existing Design

1. **Unattractive User Interface** Statistics show that, majority of visitors leave a website

- If images won't load or take too long to load.
- According to our survey 64.1% of the people find the website to be a bit cluttered. Moreover the average rating for responsiveness of this website is 2.81 out of 5 which is quite poor.
- If there's no contact information or phone number provided
- If they find it unattractive and not appealing

2. Not User Friendly Blinking and Moving Text Motion can undermine your message. Blinking text makes it nearly impossible to pay attention to anything else on the page. It reduces the majority of all web surfers of irrespective of age and gender to a helpless state of fixated brain-lock. It excludes:

- People with dyslexia
- People with learning disabilities
- People who are visually impaired and use screen magnifiers

3. Unavailability of the Map feature

- The map feature does not display the map on the Maharashtrian tourism website due to some design issues.
- In our survey 60.9% of the people were not able to load and witness the Map Tab properly.
- The map feature allows the user to visualise the distances between the places which helps them plan their itinerary accordingly.

4. Outdated booking information

- The information about the properties available for booking is outdated and hence does not provide the required information.
- Tourism policies and package information have not been revised and renewed according to the evolving current requirement of the users.
- This can result in tourists missing out on certain experiences and other viable alternatives that would have made their vacation more convenient.
- On a scale representing satisfaction of all travel interests and needs this website got an average rating of 2.9 out of 5. Also 62.5% of users say that the visitor counter doesn't work on the website.

5. Not disability friendly

- The Maharashtrian tourism website is not easy to use by people with disabilities. Since the target users of the website includes anyone who wishes to travel, it is important to cater to everyone's needs.
- The website does not have any voice prompt mechanism that will help those visually impaired.
- The blinking and moving text on the voice may affect users with epilepsy and can result in seizures.

6. Consists of unnecessary data

- The Maharashtrian tourism website has links to unnecessary data like organisation structure and property details that clutters the website.
- This kind of information is not required on a tourism website.

3.4 Features of our Design that will tackle the demerits of the existing design of the Maharashtra Tourism Website

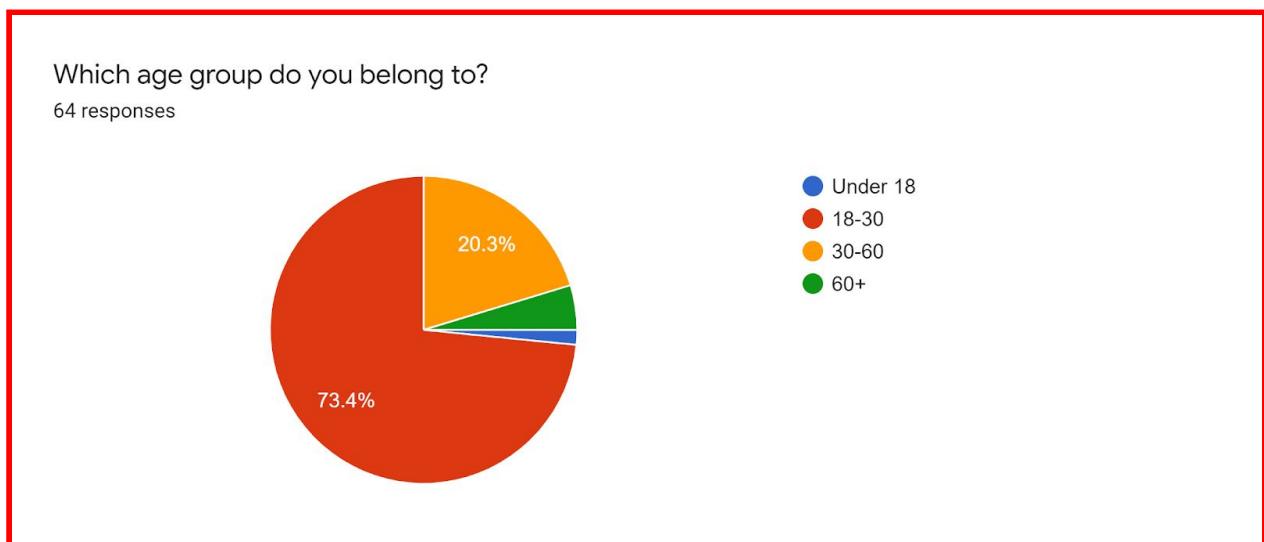
- ★ Providing an aesthetic and attractive user interface as compared to the existing designs.
- ★ Incorporating a reliable Map feature while booking the hotel which will allow users to see the exact location of the hotel and also nearby facilities such as convenience stores, fuel stations etc.
- ★ Providing a quick and mobile responsive user interface.
- ★ Usage of high-grade and copyright free background images as well better color combinations in order to make the UI more appealing and attractive.
- ★ Incorporating a reliable and attractive visitor counter in our design.

- ★ Removal of flashing and moving components in the existing designs to allow users to grasp information better.
- ★ Incorporating frequent updates and real-time information about components such as availability of rooms in a hotel to users and only display of relevant useful information to avoid clutter of information.
- ★ Incorporating a chat system so that customers can communicate their queries and feedback .
- ★ Allowing visually impaired persons also to use our website by incorporating a text-to-voice mechanism which will inform about each step and operation.
- ★ Incorporating sounds in necessary areas to alert the users of completion of critical processes such as in completion of payment, successfully booking a room, etc.
- ★ Allowing users to filter out options using search filters in search bar in order to find their choice quickly.
- ★ Incorporating calendars to easily select the dates and also display previous options chosen by users in the website.
- ★ Incorporating a simple yet effective checkout system to allow users to complete transactions properly.

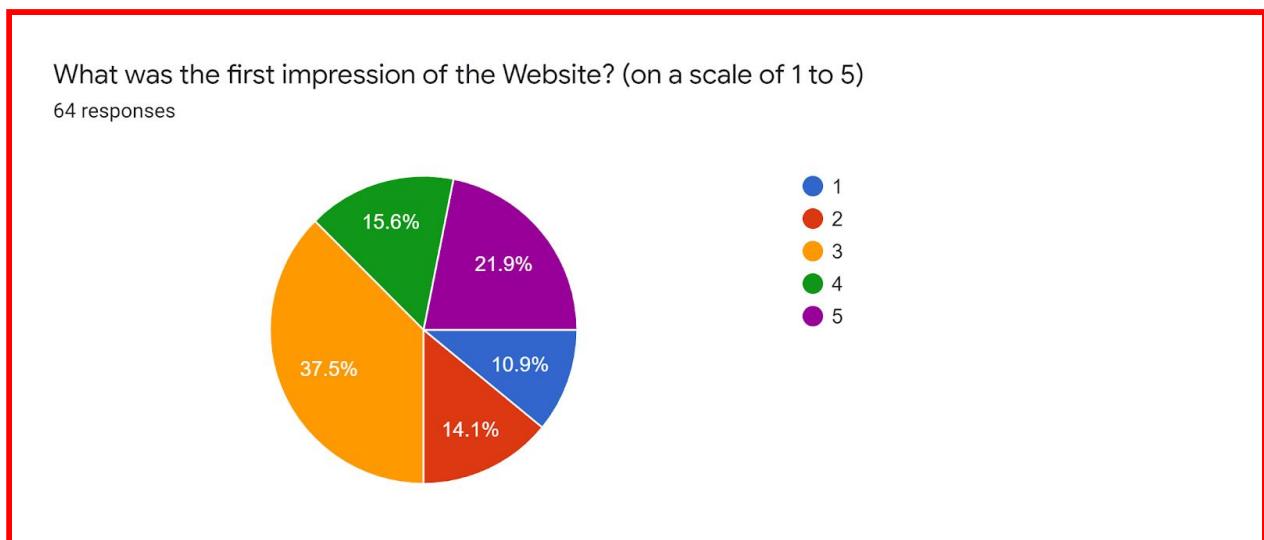
3.5 Proof of Requirement Gathering

SNAPSHOTS OF RESPONSES RECEIVED FOR QUESTIONS

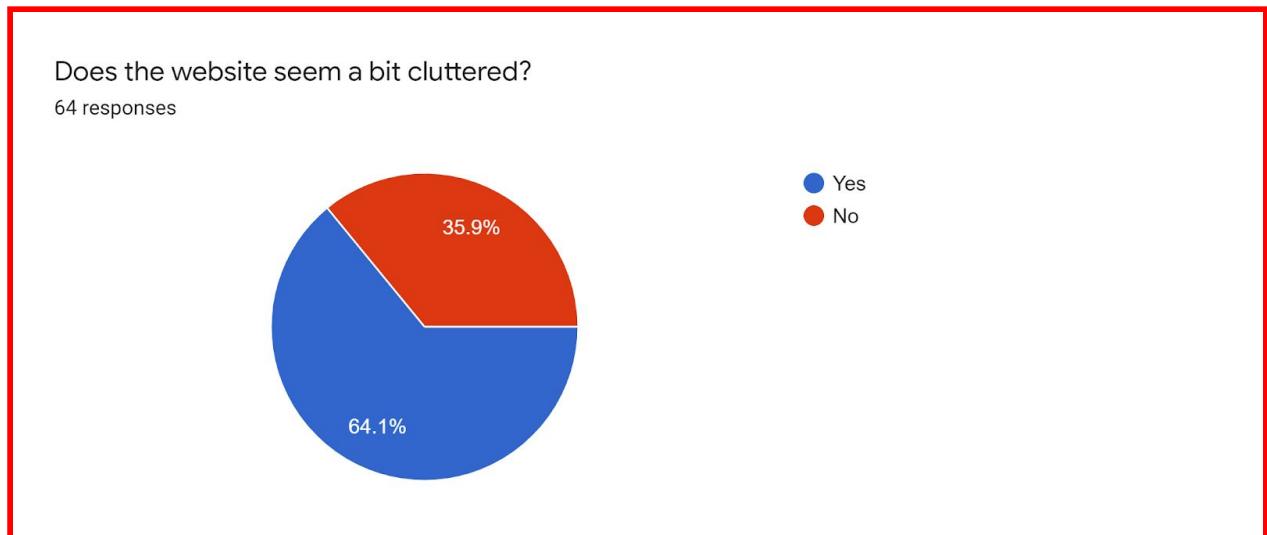
1.



2



3.



4.If yes why? Or if not why?

Nope it was really user friendly.

Lot of flashy stuff

It is very clear

It seems to be filled

Too many elements in one viewport, irregular color scheme, no divisions between menus, headers and footers

Because of the menu and carousel

Larger font would be better

It's damn messy

There is no clear cut info available. Its hard to understand the information

Not much mobile friendly

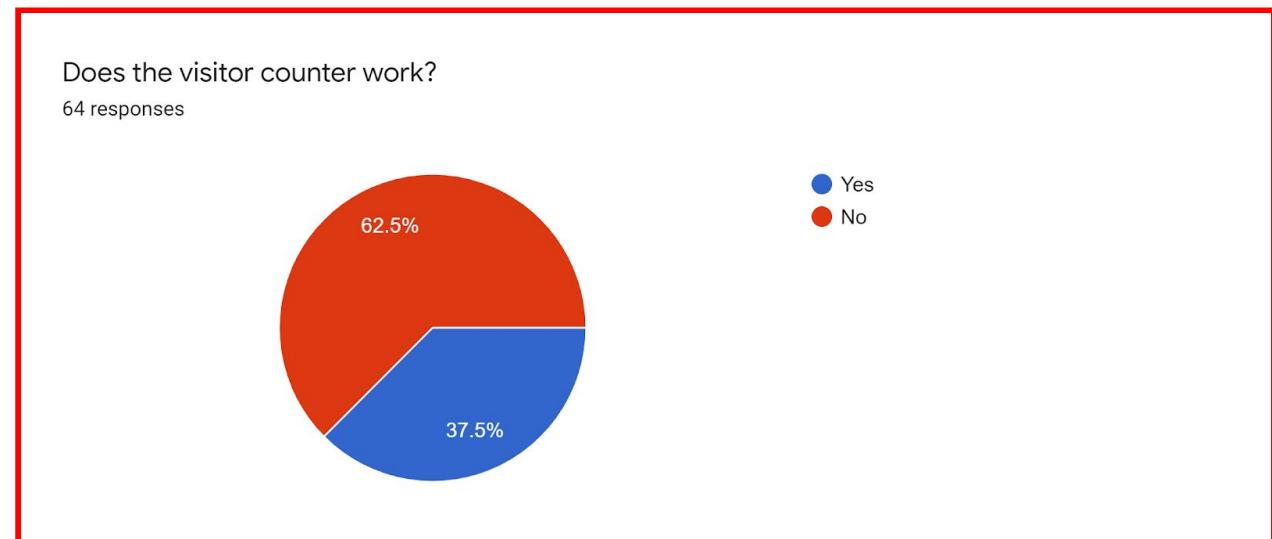
There is good spacing which helps for ease in viewing things

Two rows of menu bar items. Too much information in the footer

Too many components

The text colour doesn't go well with the background image and makes it hard to read.

5.



6.What do you think about the blinking and moving text segments on the website page?

Good

Annoying

Irritating

It was quite fluent

Did not like it so much

Very good

It's. Ok

Epileptic

Not visually appealing

Great

They are bad

Its irritating.

Nicee

It was proper, and provided necessary information

Avoidable. There are better ways to get attention

It makes the text hard to read

It is great and informative.

Its a nice way to highlight or pull users to that area.

It does not have a positive

Better colors can be used

It looks a bit odd

they could have been designed in a better way

It is irritating and makes me not want to visit that website again.

It does not give a good feel.

Excellent

not good

Should be removed

Gives me a headache

I like the moving text, but not the blinking.

I really hate them to be honest

Very distracting. Not great

If the color scheme had been good it would be nice but now it doesn't match with the existing background and looks a bit clumsy.

the blinking and moving will look good only when it's a offer there or any notice

It's cool

It's eye catchy.

Irritating and not useful

Not nice

I like it

Nice feature

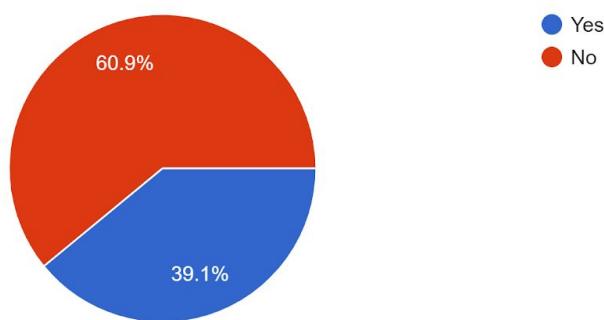
It makes me pay attention to them.

Nice. It makes me give attention to it

7.

Does the 'Map' tab load properly?

64 responses



8.

Does not having a proper Map API hinder your travel plans? 64 responses

Yes

No

Maybe

Nope

yes

yep proper map API can make it easy for tourist

Yeah. Good map feature is essential

Yes it will and it feels really irritating

Yes I need a map to see my hotel and nearby facilities such as railways stations

Yes it is necessary for the map to be there to book a room

Not a problem

Yep

It has a proper Map API hinder.

Of course.

Indeed, it is important

Yes. I need to have a proper Map to see my location and hotel location.

Idk

Good map is needed for me to see the location of the hotel

Yeah

Yes. I want a proper Map which will provide proper locations of the hotel and so will cause no tension to me.

No idea

Good map feature will help me see where the hotel is located.

Would have been better if the maps were interactive

Not actually.

Yes a good map is necessary for me

No problem

I want to have a particular map when i am booking some room

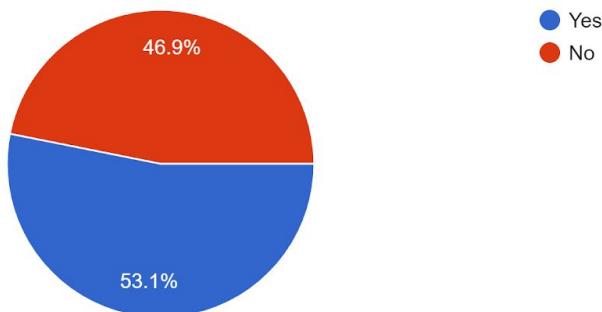
It doesnt matter to me

Not really

9.

Do you prefer the colour scheme of the website?

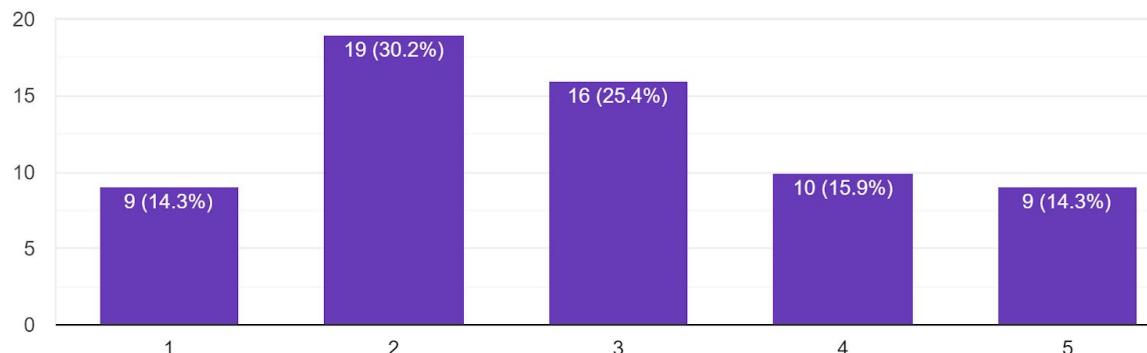
64 responses



10.

Is the website adequately responsive on mobile devices

63 responses



11.



12.What additional features would you like to suggest for better interface and navigation? (Any 2 points)

Make the site mobile friendly.

Navigation bar can be improved.

The pictures on the website look too normal. Can use some specific pictures

A guide featuring the important landmarks and tourist attractions along with their prices

Redirection to reputed hotel and attraction booking websites

It should be better and should have good user interface

Should be more responsive on the phone

Should have clear cut information about every component

Better control over image scrolling in the background

Consistent tab design required

When we hover over a link the cursor should change to pointer

And there font as well

Too many colours in one single page, improve the navbar.

Try to develop the UI so that it is more approachable

Better color scheme

Better map functionalities

Improving the navigation bars and hyperlinks

maps are not working. It can be made better. and definitely the website design can be made a lot better.

It could have a menu to navigate to a different city or choose another option.

And the flashing text should be removed because I couldn't look at the website for more than a minute due to the red flashy text.

Use of good animation, API for maps and mobile responsiveness

No suggestions. It's perfect.

Clearer UI , proper navigation bars

The cursor doesn't change when you move over any hyperlink texts.

The movement of the background tiles from beaches to caves can be made better and it should not change when you are viewing the info in the red dots.

First of all I guess to change the interface of the website .

1) Use proper API's

2) Make it more attractive.

The website looks very old fashioned

Revamp of website is required

I think using better libraries can make it much better and responsive. Secondly is you put the map at home page people will find it easy to navigate.

Colour can be more bright and less dull

Keeping it responsive and minimal

Coordinated color scheme

Good map feature

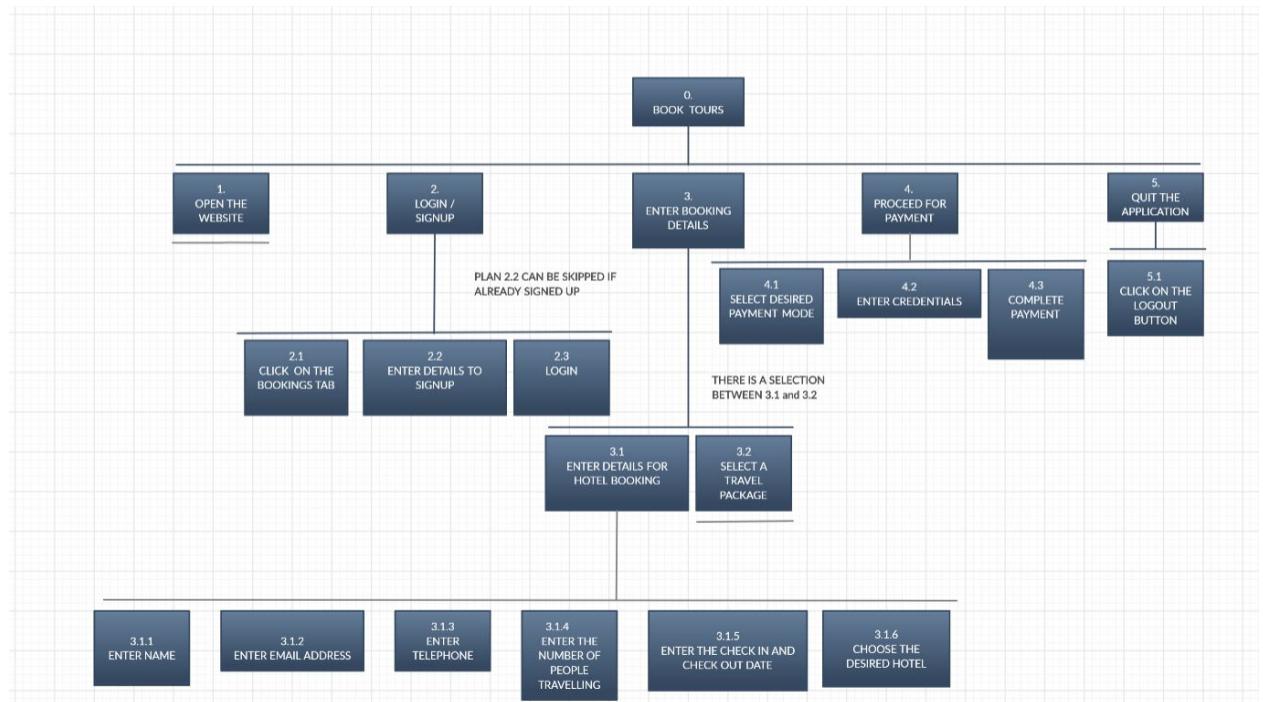
Good UI will bring more customers and better color scheme and photos

3.6 Google Drive Link for Requirements Gathering through Audio:

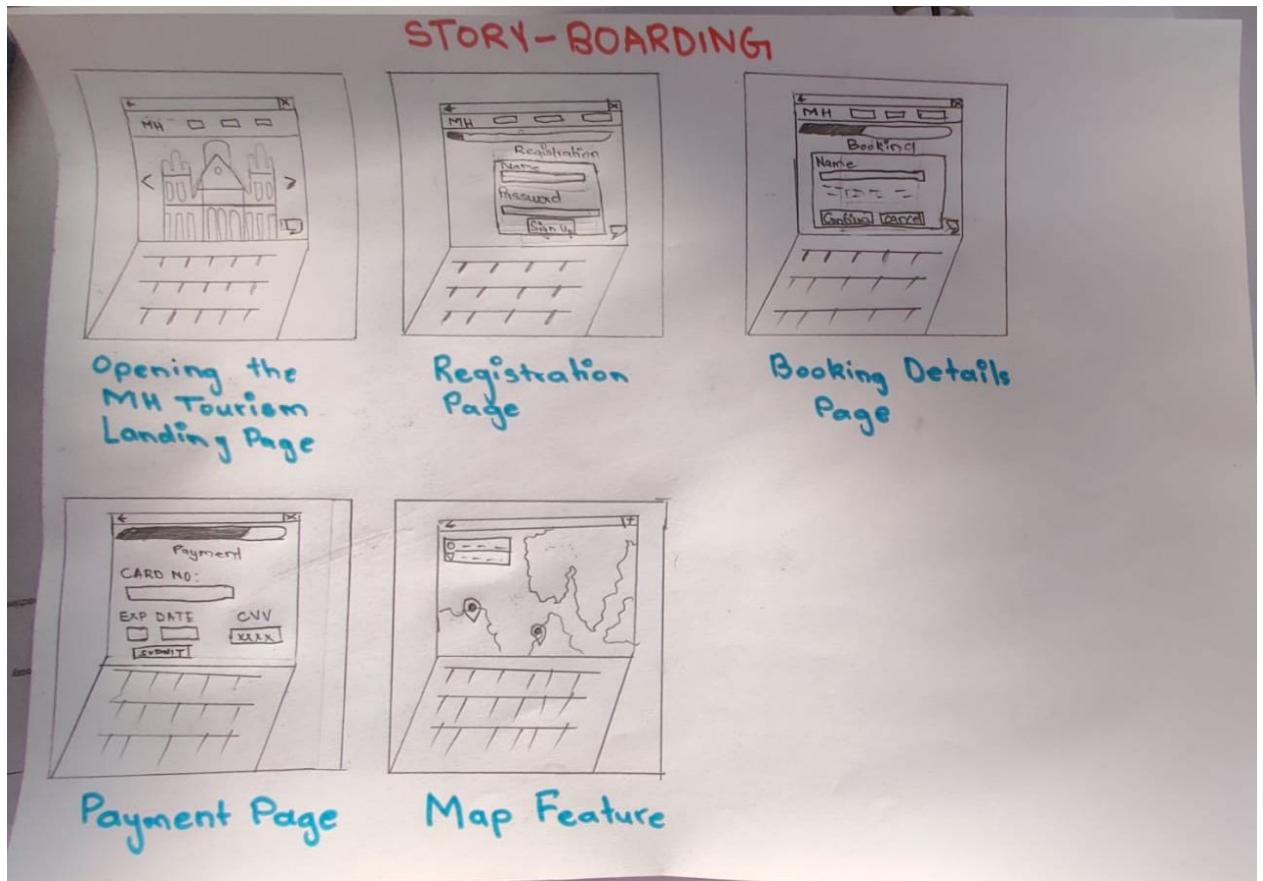
[https://drive.google.com/drive/folders/1RzNtd-d1_yNeoSvi4F6js2w0lg_Ng-wH
?usp=sharing](https://drive.google.com/drive/folders/1RzNtd-d1_yNeoSvi4F6js2w0lg_Ng-wH?usp=sharing)

4. Data Flow

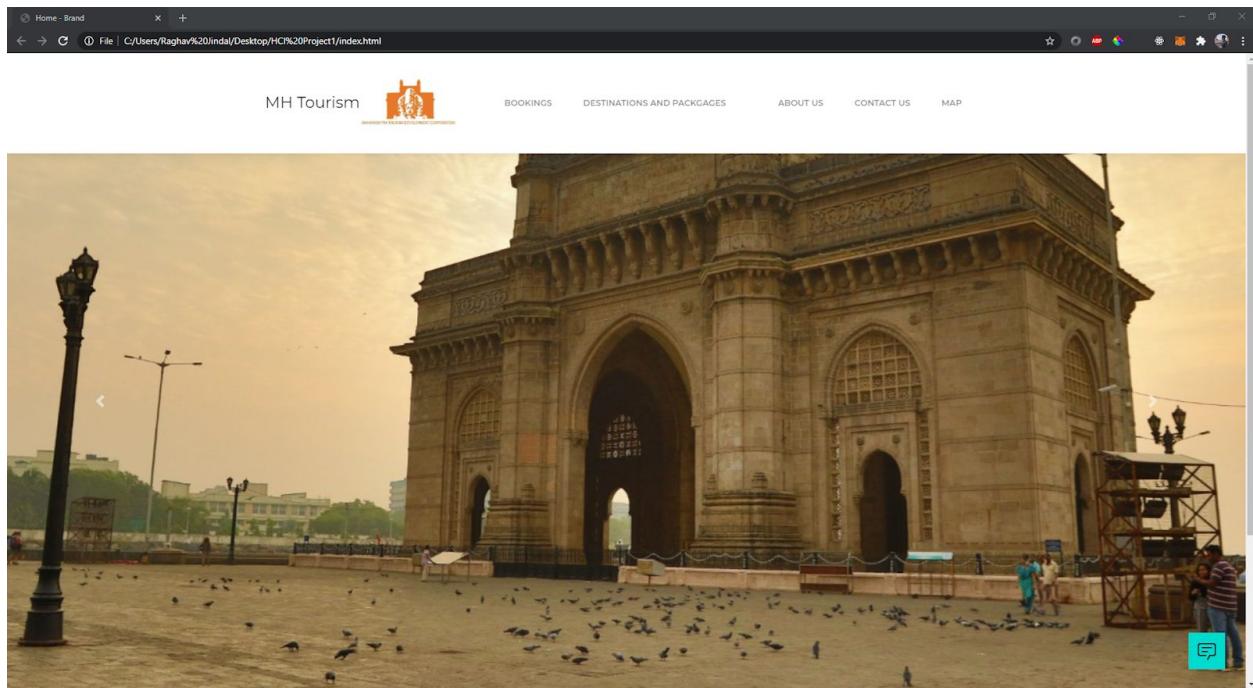
4.1 Hierarchical Task Analysis



4.2 StoryBoarding



5. Design Screenshots



A screenshot of a web browser displaying the 'About Us' page of MH Tourism. The page has a header with the MH Tourism logo and a navigation menu. The main content section is titled 'About US' and features a logo for 'MAHARASHTRA TOURISM DEVELOPMENT CORPORATION M.T.D.C.' Below the logo, there is a paragraph of text about MTDC's history and its role in tourism development in Maharashtra. Further down, there is a section titled 'Testimonials from Users' with three testimonial boxes. Each box contains a quote, the name of the testimonial author, and their title. A blue speech bubble icon is in the bottom right corner of the page.

Register - Brand

File | C:/Users/Raghav%20/Inida/Desktop/HCI%20Project1/registration.html

MH Tourism 

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

0%

Registration

Please Sign Up

Name

Password

Email

Sign Up

[Click here if you have an account](#)



Home Services About Terms

Register - Brand

File | C:/Users/Raghav%20/Inida/Desktop/HCI%20Project1/signin.html

MH Tourism 

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

0%

Sign In

Please enter your information

Name

Password

Email

Log In



Home Services About Terms
Privacy Policy

Company Name © 2017

MH Tourism

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

POPULAR HOTELS

Select from an assorted choice of popular hotels

ITC MARATHA, MUMBAI

5 STAR



RS 15,000 /DAY

[Book](#)

CHATEAU WINDSOR HOTEL, MUMBAI

3 STAR



RS 6,000 /DAY

[Book](#)

THE LALIT, MUMBAI

3 STAR



RS 12,000 /DAY

[Book](#)

GINGER HOTEL, MUMBAI

3 STAR



[Book](#)

SEA PALACE HOTEL, MUMBAI

3 STAR



[Book](#)

SENTOSA RESORT, PUNE

3 STAR



[Book](#)

[Feedback](#)

Register - Brand

File | C:/Users/Raghav%20/India/Desktop/HC%20Project1/booking.html?

MH Tourism

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP LOGOUT

Booking

Please Enter Your Name: John Doe/Jane Doe

Email Address: john@something.com

Telephone / Mobile: _____

Telephone / Mobile Number: _____

Number of Adults: Number of adults: _____

Number of Children: Number of children: _____

Check-in Date: dd-mm-yyyy

Check-out Date: dd-mm-yyyy

[Confirm Booking](#) [Cancel](#)

Testimonials - Brand

File | C:/Users/Raghav%20/Indal/Desktop/HCI%20Project1/service-page.html

MH Tourism

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

PACKAGES

Get ready for a fulfilling and memorable journey with our Amazing packages!

PLATINUM	GOLD	STARTER
10 DAYS 9 NIGHTS 	7 DAYS 7 NIGHTS 	5 DAYS 4 NIGHTS 
4 Days Mumbai	3 Days Mumbai	2 Days Mumbai
1 Day Shirdi	1 Day Shirdi	1 Day Shirdi
2 Days Lonavala	1 Day Lonavala	1 Day Lonavala
1 Day Mahabaleshwar	1 Day Mahabaleshwar	1 Day Mahabaleshwar
2 Days Pune	1 Day Nashik	
RS 49,999 /PERSON	RS 42,999 /PERSON	RS 38,999 /MO
Purchase	Purchase	Purchase

CHAT

Payment Form

File | C:/Users/Raghav%20/Indal/Desktop/HCI%20Project1/Payment.html

PAYMENT FORM

Select Payment Method

Credit Card Net Banking PayPal Debit Card

Personal Information

EMAIL ADDRESS:

FIRST NAME:

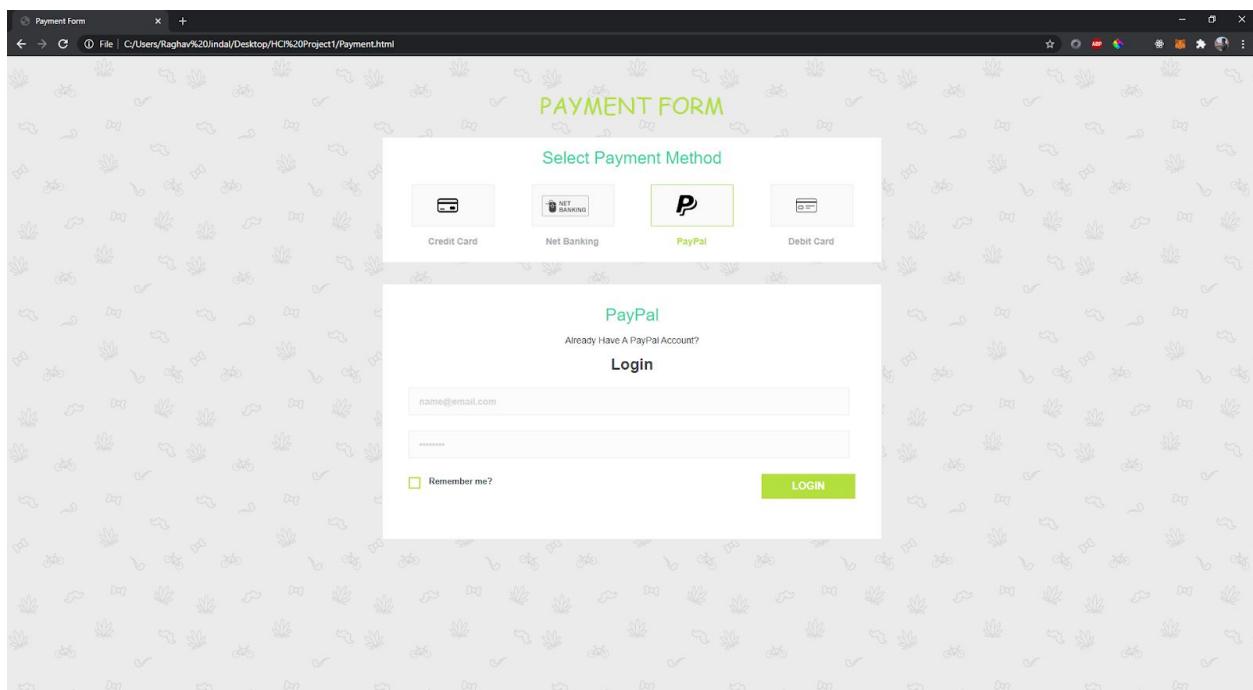
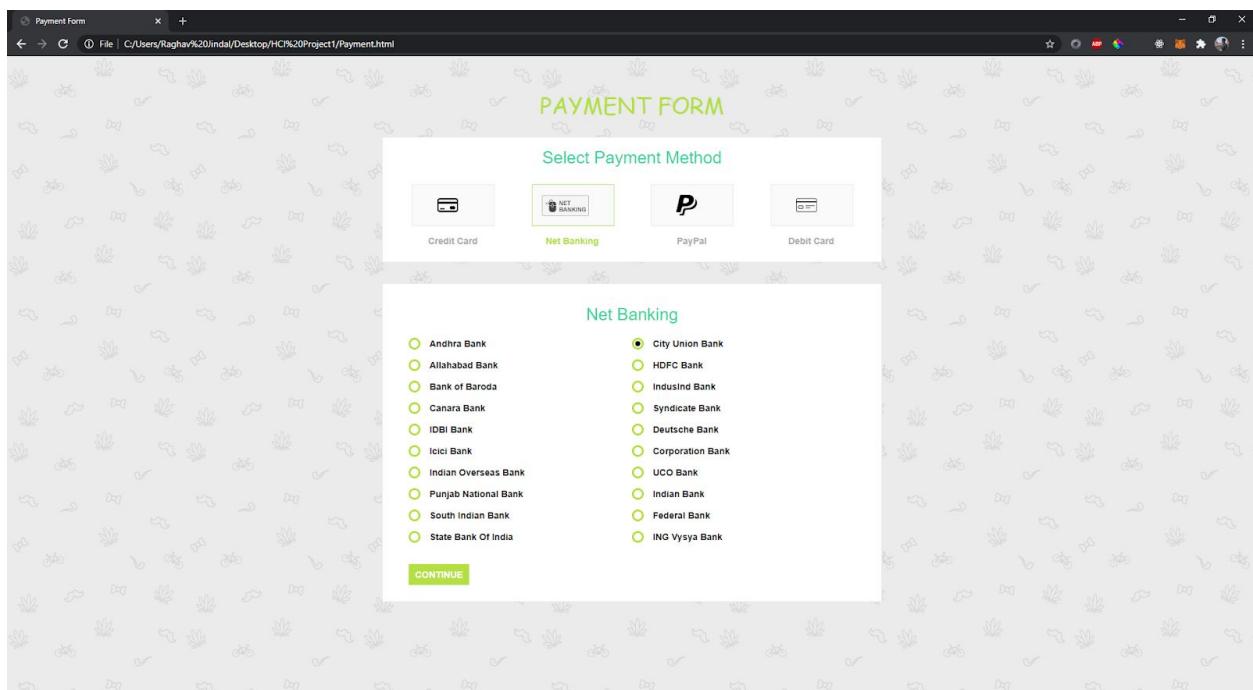
Credit Card Info

NAME ON CARD:

CARD NUMBER: 

EXPIRATION: 1988 CVV NUMBER:

By checking this box, I agree to the Terms & Conditions & Privacy Policy.



Payment Form

File : C:/Users/Raghav%20/Indal/Desktop/HCI%20Project1/Payment.html

PAYMENT FORM

Select Payment Method

Credit Card Net Banking PayPal Debit Card

Dredit Card Info

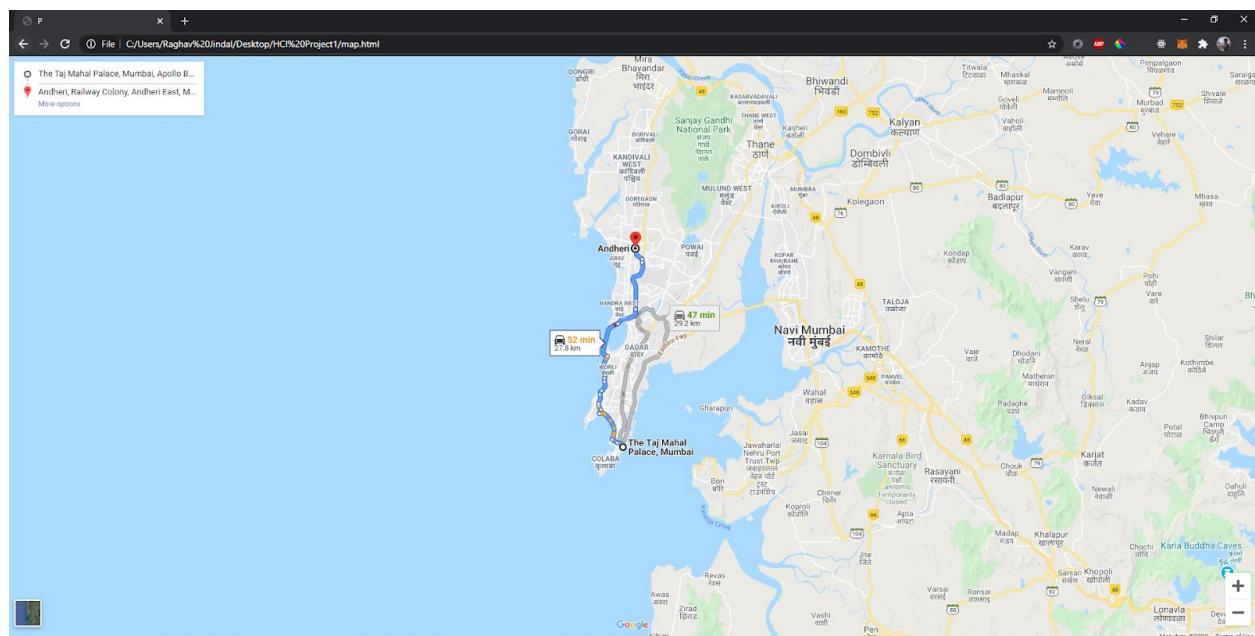
NAME ON CARD:

CARD NUMBER:

EXPIRATION: 6 1988 CVV NUMBER:

SUBMIT

By checking this box, I agree to the Terms & Conditions & Privacy Policy.



Contact Us

Please fill the form below to get in touch with us!!

Name

Subject

Email

Message

Send

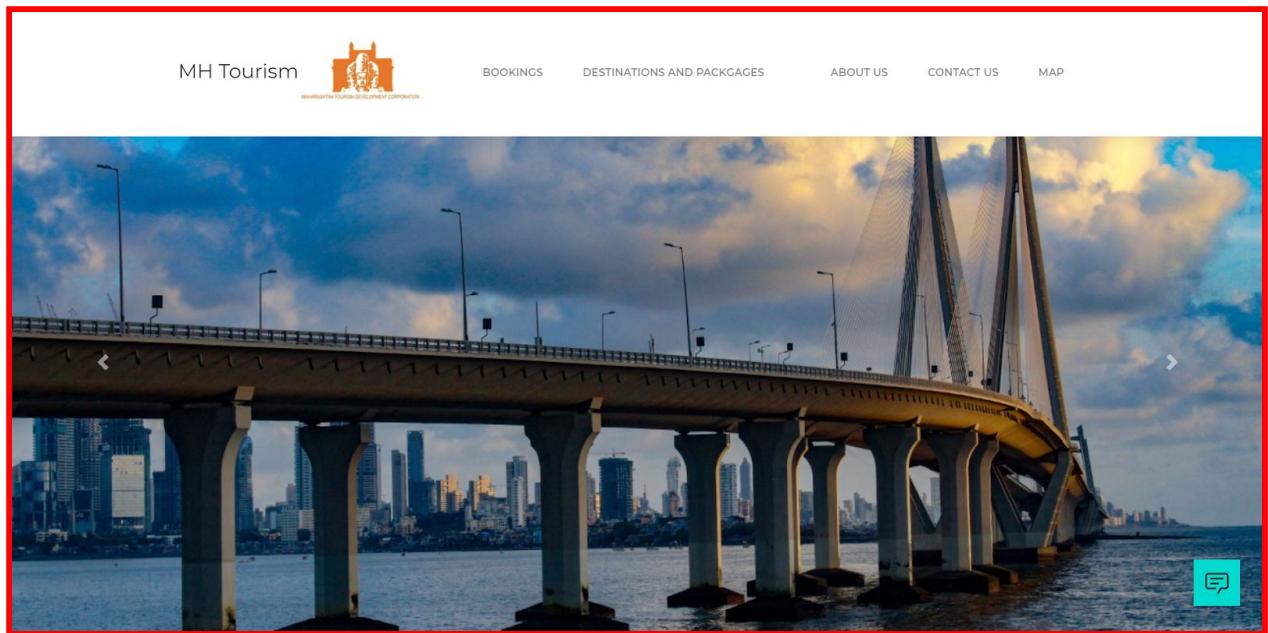
6. 8 Golden Rules

Evaluation of our design of the Maharashtra Tourism Portal according to Schneiderman's golden rule

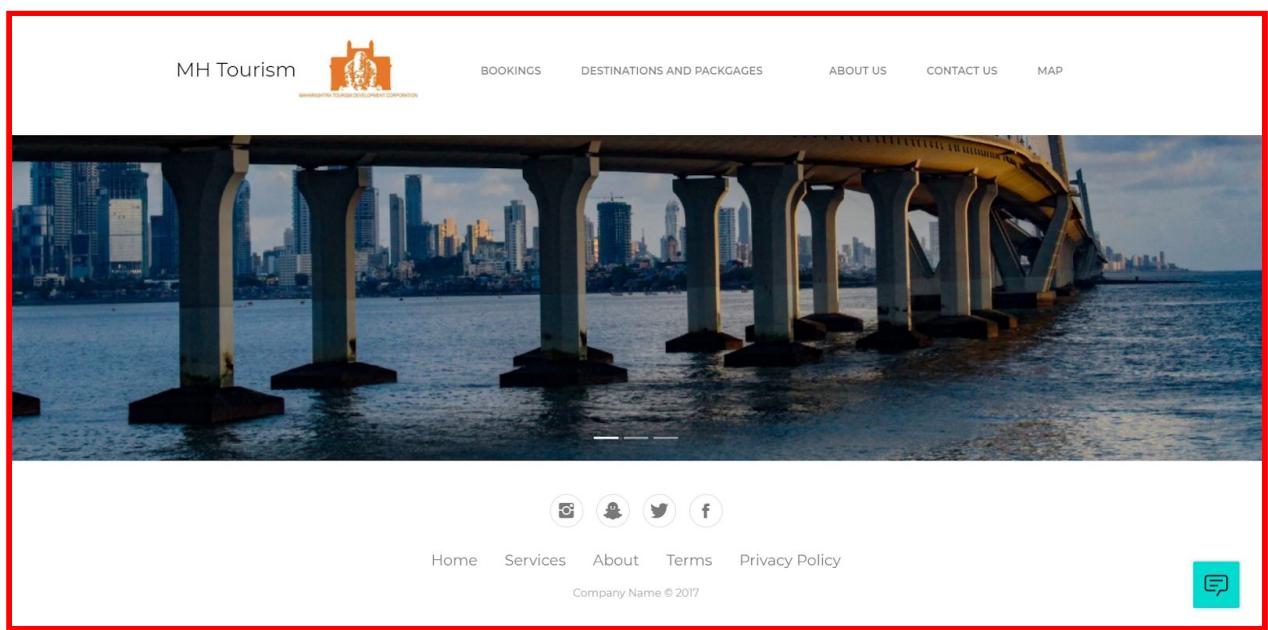
6.1 Strive for Consistency

- ❖ A website is a collection of web pages with the same theme and goal. So all pages of a website must have the same color codes as well as the same arrangement of common elements of all pages.
- ❖ In our design of the Maharashtra Tourism website, we ensured that we had a consistent theme and color codes in all of the pages.
- ❖ We made sure that each page has the same navigation bar as well as footer and also made sure that the Maha Chatbot is present in all pages to answer user's queries.
- ❖ All of the relevant contents are placed in the correct area in each webpage.

Home Page



A screenshot of the MH Tourism homepage. The header features the "MH Tourism" logo with a small orange icon and the text "MUMBAI TOURISM DEVELOPMENT CORPORATION". Below the logo are navigation links: BOOKINGS, DESTINATIONS AND PACKAGES, ABOUT US, CONTACT US, and MAP. A large, scenic photograph of a cable-stayed bridge over water, with the city skyline visible in the background, occupies the central portion of the page. A red border surrounds the entire screenshot.



A second screenshot of the MH Tourism homepage, showing a different view of the same bridge and skyline. The header and navigation links are identical to the first screenshot. A red border surrounds the entire screenshot.

Destinations and Packages Page

MH Tourism

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

Get ready for a fulfilling and memorable journey with our Amazing packages!

PLATINUM	GOLD	STARTER
10 DAYS 9 NIGHTS	7 DAYS 7 NIGHTS	5 DAYS 4 NIGHTS
4 Days Mumbai	3 Days Mumbai	2 Days Mumbai
1 Day Shirdi	1 Day Shirdi	1 Day Lonavala
2 Days Lonavala	1 Day Lonavala	1 Day Mahabaleshwar
1 Day Mahabaleshwar	1 Day Mahabaleshwar	1 Day Mahabaleshwar

CHAT

MH Tourism

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

2 Days Lonavala 1 Day Mahabaleshwar 2 Days Pune RS 49,999 /PERSON	1 Day Lonavala 1 Day Mahabaleshwar 1 Day Nashik RS 42,999 /PERSON	1 Day Lonavala 1 Day Mahabaleshwar RS 38,999 /MO
Purchase	Purchase	Purchase

CHAT

Home Services About Terms Privacy Policy

Company Name © 2017

As you can see above, all of the common elements of the website are placed in the same arrangement and have the same color formats. Thus, our design satisfies the “Strive for Consistency Principle”.

6.2 Enable frequent users to use shortcuts

- ❖ In our design, we have provided shortcuts in the navigation bar to book and also to view packages and also an option to contact the staff members as well.

MH Tourism 

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

Contact Us

Please fill the form below to get in touch with us!!

Name

Subject

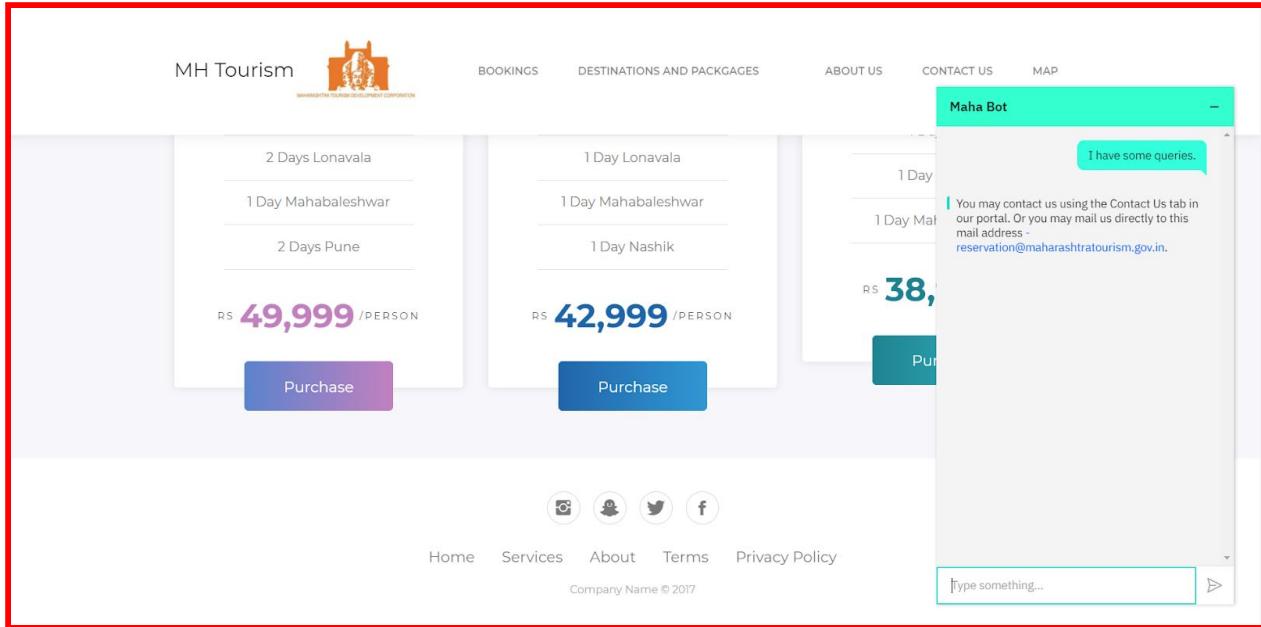
Email

Message

Send



- ❖ In case the user wants contact information quickly, the user can get the contact information as well from the chatbot that we have incorporated in the design.
- ❖ In case if any users want contact information quickly, we provided them with a chatbot which will help them in answering their queries quicker.



- ❖ This design is designed for all types of users ranging from amateur to novice users. Amateur users can easily understand the user interface and perform their operations on our platform. Novice users are also provided with shortcuts that are easily accessible and perform their operations much more quickly and efficiently.

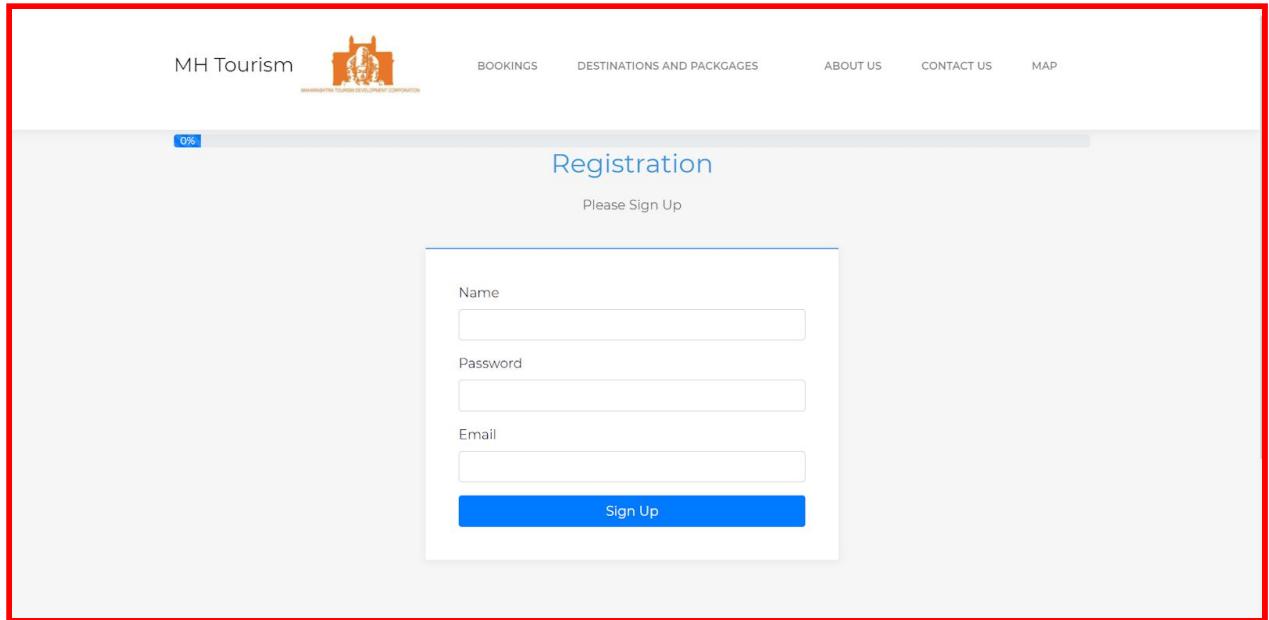
Thus our design has satisfied the “Enable frequent users to use shortcuts “ principle.

6.3 Offer Informative Feedback

In our design, we have provided users with informative feedback when they are performing vital operations so that they can understand what is happening in the system in real time.

When a user clicks on the Bookings tab in the navigation bar, first the user must sign up and then access the booking tab. To indicate the progress of

the user, we have provided a progress bar on the top of the registration page as well as the booking page to inform the users.



A screenshot of a web browser showing the MH Tourism registration page. The page has a red border around the main content area. At the top, there is a navigation bar with links for MH Tourism, BOOKINGS, DESTINATIONS AND PACKAGES, ABOUT US, CONTACT US, and MAP. Below the navigation bar, a progress bar shows '0%' completion. The main title 'Registration' is centered above a form. The form contains fields for Name, Password, and Email, each with a corresponding input box. A blue 'Sign Up' button is at the bottom of the form. Above the form, a message says 'Please Sign Up'.

This screenshot shows a booking form titled "Booking". The form includes fields for Name, Email Address, Telephone/Mobile Number, Number of Adults, Number of Children, Check-in Date, and Check-out Date. Buttons for "Confirm Booking" and "Cancel" are at the bottom.

MH Tourism  BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

50% **Booking**

Please Enter Your Name

 Email Address

 Telephone / Mobile

 Number of Adults

 Number of Children

 Number of children
 Check-in Date

 Check-out Date

If any user wants to click on the Contact Us tab in the navigation bar, then after filling the form we provided an alert message to inform the users that their message has been sent to the relevant authorities and then they would soon get in touch with them.

This screenshot shows a contact us form titled "Contact Us". It asks users to fill a form to get in touch. The form fields include Name, Subject, Email, and Message. A message is typed in the message field, and a "Send" button is at the bottom right. A small blue icon with a speech bubble is in the bottom right corner of the page.

MH Tourism  BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

Contact Us
 Please fill the form below to get in touch with us!!

Name

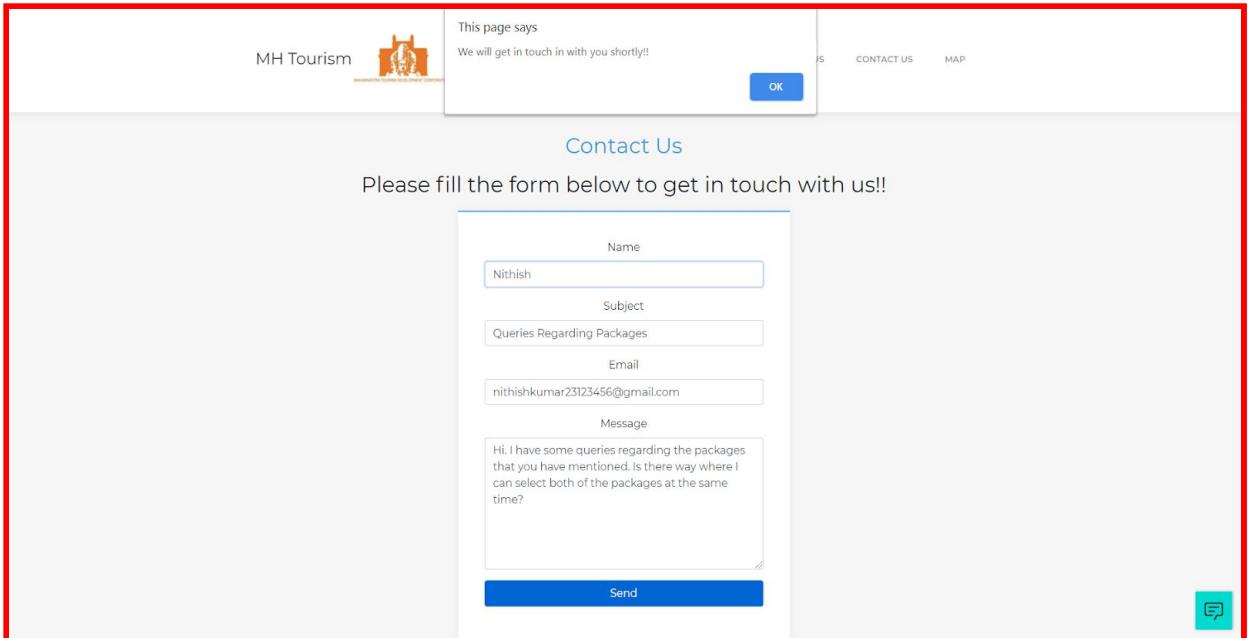
 Subject

 Email

 Message

After clicking on “Send”, an alert message pops up saying that the authorities will get in contact with them.



Thus we can say that our design provides informative feedback when the user is performing vital operations and thus it satisfies the “Offer Informative Feedback” principle.

6.4 Design Dialog to Yield Closure

Sequences of actions need to have a beginning, middle and end. Once a task is completed, give some peace of mind to your user by providing them informative feedback and well-defined options for the next step if that's the case.

Our Website provides an interactive user interface whereby tasks are confirmed .For eg in case of booking , Bookings can be confirmed then and there on the site itself after which we do not need to worry anything regarding place to stay.

Here, we provided a progress bar to indicate users of their progress through their intended operation.

The screenshot shows the MH Tourism registration page. At the top, there is a navigation bar with links for BOOKINGS, DESTINATIONS AND PACKAGES, ABOUT US, CONTACT US, and MAP. Below the navigation bar, a progress bar indicates 0% completion. The main title is "Registration" with a subtitle "Please Sign Up". A form is present for entering Name, Password, and Email, followed by a blue "Sign Up" button.

The screenshot shows the MH Tourism booking page. At the top, there is a navigation bar with links for BOOKINGS, DESTINATIONS AND PACKAGES, ABOUT US, CONTACT US, and MAP. Below the navigation bar, a progress bar indicates 50% completion. The main title is "Booking". A form is present for entering Name, Email Address, Telephone / Mobile, Telephone / Moble Number, Number of Adults, Number of Children, Number of children, Check-in Date, and Check-out Date. Buttons for "Confirm Booking" and "Cancel" are at the bottom of the form.

6.5 Offer simple error handling.

As much as possible, design the system so the user cannot make a serious **error**. If an **error** is made, the system should be able to detect the **error** and **offer simple**, comprehensible mechanisms for **handling** the **error**.

Here when the user forgets to fill some information, our system informs the user to fill out all the information before proceeding next

The screenshot shows a registration page for 'MH Tourism'. At the top, there's a navigation bar with links for BOOKINGS, DESTINATIONS AND PACKAGES, ABOUT US, CONTACT US, and MAP. Below the navigation is a progress bar showing 0%. The main title is 'Registration' with a sub-instruction 'Please Sign Up'. The form contains three fields: 'Name' (filled with 'Nithish'), 'Password' (empty), and 'Email' (filled with 'nithishkumar23123456@gmail.com'). An error message 'Please fill out this field.' with an exclamation mark icon is displayed above the 'Email' field. A blue 'Sign Up' button is at the bottom.

6.6 Permit easy reversal of actions

This rule means that the user should always be able to quickly backtrack whatever they are doing. This allows for users to explore the environment without the constant fear of failure

Our website provides an 1 step reversal of action for eg in case of booking you can directly cancel the booking upon clicking the cancel button

The screenshot shows a booking form on a website. At the top, there is a navigation bar with links for BOOKINGS, DESTINATIONS AND PACKAGES, ABOUT US, CONTACT US, and MAP. Below the navigation bar, a progress bar indicates 50% completion. The main title "Booking" is centered above the form. The form itself has several input fields: "Please Enter Your Name" (Nithish), "Email Address" (nithishkumar2312@gmail.com), "Telephone / Mobile" (7032880020), "Number of Adults" (2), "Number of Children" (1), "Check-in Date" (23-10-2020), and "Check-out Date" (27-10-2020). At the bottom of the form are two buttons: "Confirm Booking" and "Cancel".

After pressing the cancel button, it resets the booking page.

This screenshot shows the same booking form as the previous one, but after the "Cancel" button was clicked. The "Name" field now contains "John Doe/Jane Doe", and the "Email Address" field contains "john@something.com". All other fields (Telephone/Mobile, Number of Adults, Number of Children, Check-in/Check-out dates) are empty. The "Confirm Booking" and "Cancel" buttons are still at the bottom.

6.7 Support internal locus of control :

At no point in time is the user restricted to choices he can make on the website.

- ❖ Since we have an independent bookings and “destination and packages” tab. In this way the user has full control over which way he wants to go to plan his tour; He could take either route he wants. They are in full control of what they wanna do. This website does not even force a signup on you

until you click on the booking tab when it gets compulsory to Sign-Up. We don't force our actions upon the users.

- ❖ We have added a progress bar as well to help users recognise that the system works the way it is intended to. Once the user has signed up the bar is updated to 50% telling the user that he has signed up successfully and is onto the next stage of the booking.

MH Tourism  BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

0% Registration

Please Sign Up

Name

Password

Email

Sign Up

file:///C:/Users/win10/Documents/HCI Project1/registration.html

- ❖ The website is very well navigable for even the newest user as the tabs design in the navigation bar is consistent and clear. The web pages related to booking and predesigned travel packages also clearly direct what data is required to proceed to the further steps.

Please Enter Your Name

 Email Address

 Telephone / Mobile

 Number of Adults

 Number of Children

 Check-in Date

 Check-out Date

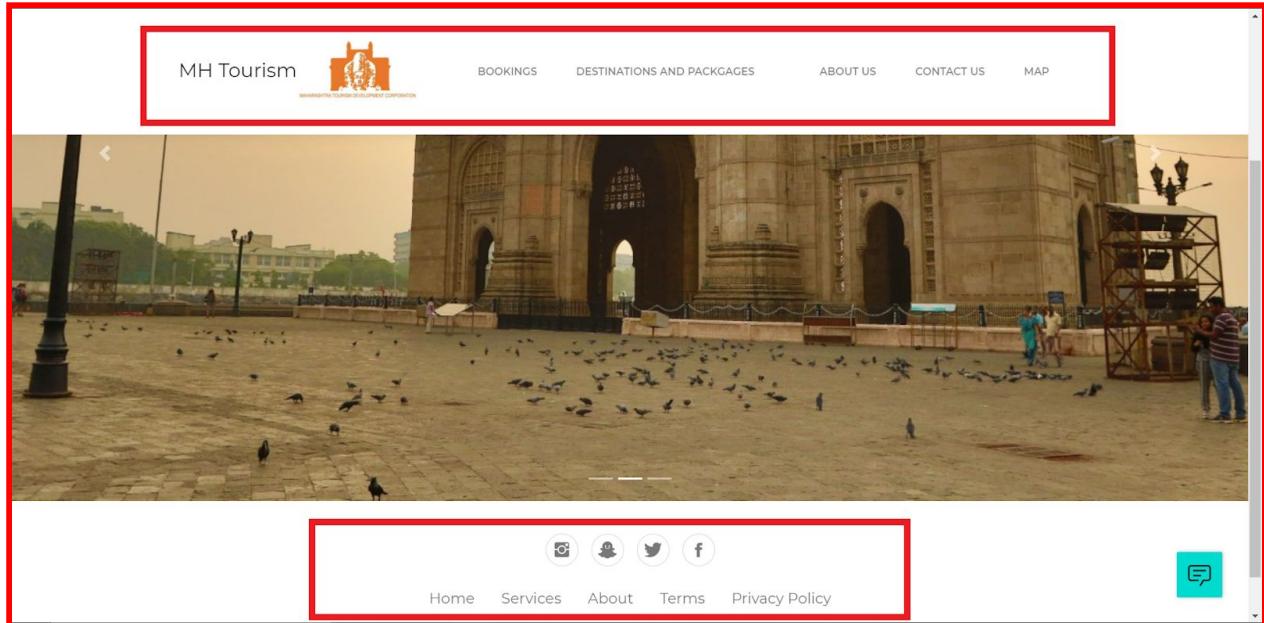
6.8 Reduce memory load:

There are enough visual as well as textual cues for the user to navigate as well as perform the required.

- ❖ For selecting the packages they have full details of what each package consists of and what it costs so that the user does not have to strain his memory to perform a task.

PLATINUM	GOLD	STARTER
10 DAYS 9 NIGHTS 	7 DAYS 7 NIGHTS 	5 DAYS 4 NIGHTS
4 Days Mumbai 1 Day Shirdi 2 Days Lonavala 1 Day Mahabaleshwar 2 Days Pune	3 Days Mumbai 1 Day Shirdi 1 Day Lonavala 1 Day Mahabaleshwar 1 Day Nashik	2 Days Mumbai 1 Day Shirdi 1 Day Lonavala 1 Day Mahabaleshwar
RS 49,999 /PERSON	RS 42,999 /PERSON	RS 38,999 /MO
<input type="button" value="Purchase"/>	<input type="button" value="Purchase"/>	<input type="button" value="Purchase"/>

- ❖ Also following **Hick's Law**, We don't have **more than 6 options** in any navigation menu. This helps reduce memory load as well.



7. Testing

7.1 Acceptance Testing

The Briefing Provided:

All the users were allocated the task of booking a travel tour for themselves.

The Instructions provided were:

1. Try and Successfully Sign-Up and consequently login for booking hotels or choosing packages.
2. The users were informed only about the chatbot and were asked to figure out the majority of the queries from the chatbot itself.
3. Asked to choose from the collection of popular hotels provided in the Bookings and Note down the positives and negative about the interface.
4. Try and fill the required details for Hotel Bookings as well and see if the Form actually works.

5. If required they could change directions entirely and could straight go to select packages for their tours and provide fruitful feedback on it.
6. After choosing the required hotel or travel package they were instructed to test the interface of the payment page. They were asked if ample payment options were given for their likings and if they were content with the payment interface
7. They were also asked to search their travel destinations on the Map Plugin provided so they could report about the positives and negatives of the supported plugin.

The Positives reported by the Users:

- ❖ The Users were happy with the simplistic interface and limited tabs as it helped them to better and conveniently navigate through the site.
- ❖ They also reported that the Map loaded well without any subsequent lag which helped them to carry out their allocated tasks easily.
- ❖ The forms validation also received positive feedback as it helped them unod their mistakes better.
- ❖ They were also impressed with the Packages as well as the Hotel Interface.
- ❖ There was a positive response regarding the ease to book as well as select the check in and check out dates according to their needs

The usability problems :

Lack of Search Bar for Hotels : Although the hotels page was consistent with a good interface with positive feedback one drawback that every user faced was regarding the searching the particular hotel they wanted. This problem can be easily solved by making a proper db and collaborating with more hotels and resorts for the website so as to easily deal with searching since for now we have only 9 hotels in collaboration.

Lack of toolbox for Map: Although the Map feature was an added bonus for the users, one problem common for all of them was the absence of a toolbox for the map and they needed to be continuously redirected to maps.google.com for further operations. This problem can easily be corrected using Google Maps API.

7.2 Interface Testing

TESTING TABLES (MANUAL TESTING)

TEST CASE ID	TEST SCENARIO	TEST STEPS	TEST DATA	EXPECTED RESULT	ACTUAL RESULT	PASS/FAIL
M1	Form Filling/Validation	Open Website Go to Booking/Login /Signup fill the form	Form Data	Form should open and accepting response	Form opens and accepts input	Pass
T1						

M1	Form Filling/Validation	Open Website Go to Booking/Login /Signup fill the form	Form Data	Checking whether data is correct according to input type	Checks Data	Pass
M1	Form Filling/Validation	Open Website Go to Booking upon completing redirects to payment page	Payment Details	Checking the Payment Details and Validating inputs	Checks the Payment Details and Validating inputs	Pass
M1	Form Filling/Validation	Open Website Go to Booking fill the form	Check in and Check out date	Upon clicking the icon of calendar , calendar should open so as to easily select the date	Calendar opens	Pass
M1	Form Filling/Validation	Open Website Go to Booking select Hotel and fill the form and		Option to select the hotel out of listed hotels	Gives Option to select the hotel out of listed hotels	Pass

Screenshots:

Screenshot of the MH Tourism Registration page:

The page title is "Registration". It displays a "Please Sign Up" message. The registration form includes fields for Name (Jinesh Thakker), Password (redacted), and Email (Jinesh@redacted). A validation error message states: "Please enter a part following '@'. 'Jinesh@' is incomplete." Below the form is a link: "Click here if you have an account".

Screenshot of the MH Tourism Booking page:

The page title is "Booking". The booking form prompts the user to "Please Enter Your Name" (Jinesh) and "Email Address". It features a date picker set to November 2020, showing the 20th as the selected date. The check-out date field is set to "20-11-2020". Below these fields are "Check-out Date" and "dd-mm-yyyy" input fields, along with "Confirm Booking" and "Cancel" buttons.

Untitled Document - Creately | CSE4015 - Human Computer Int... | New Tab | Register - Brand | File | C:/Users/win10/Desktop/HCI%20Project1/booking.html? | + | - | X

MH Tourism BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP LOGOUT

Booking

Please Enter Your Name

Email Address

Telephone / Mobile

Number of Adults

Number of Children

Check-in Date

Check-out Date

! Please fill out this field.

Testimonials - Brand | + | - | X

127.0.0.1:5500/Hotels.html

MH Tourism BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

POPULAR HOTELS

Select from an assorted choice of popular hotels

ITC MARATHA, MUMBAI



5 STAR

₹ 15,000 /DAY

CHATEAU WINDSOR HOTEL, MUMBAI



3 STAR

₹ 6,000 /DAY

THE LALIT, MUMBAI



3 STAR

₹ 12,000 /DAY

GINGER HOTEL, MUMBAI



3 STAR

SEA PALACE HOTEL, MUMBAI



3 STAR

SENTOSA RESORT, PUNE



3 STAR

PAYMENT FORM

Select Payment Method

Credit Card Net Banking PayPal Debit Card

Personal Information

EMAIL ADDRESS:

FIRST NAME:

Credit Card Info

NAME ON CARD:

CARD NUMBER: 0000-0000-0000-0000

EXPIRATION: 6 1988 ! Please fill out this field. CVV

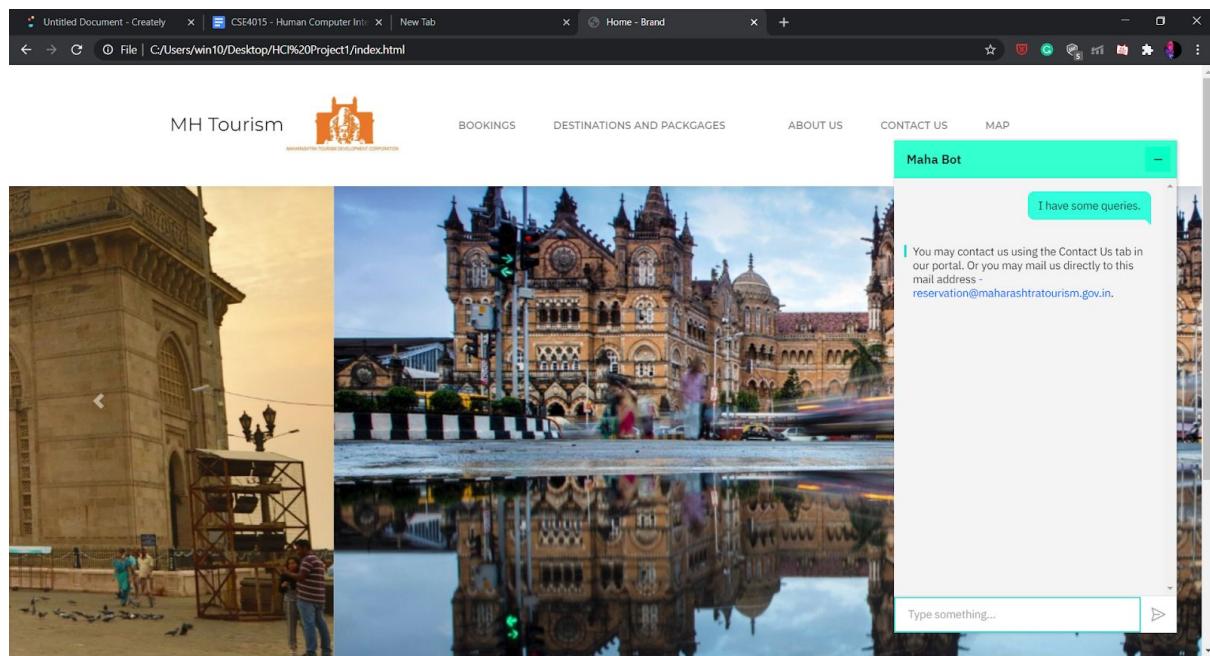
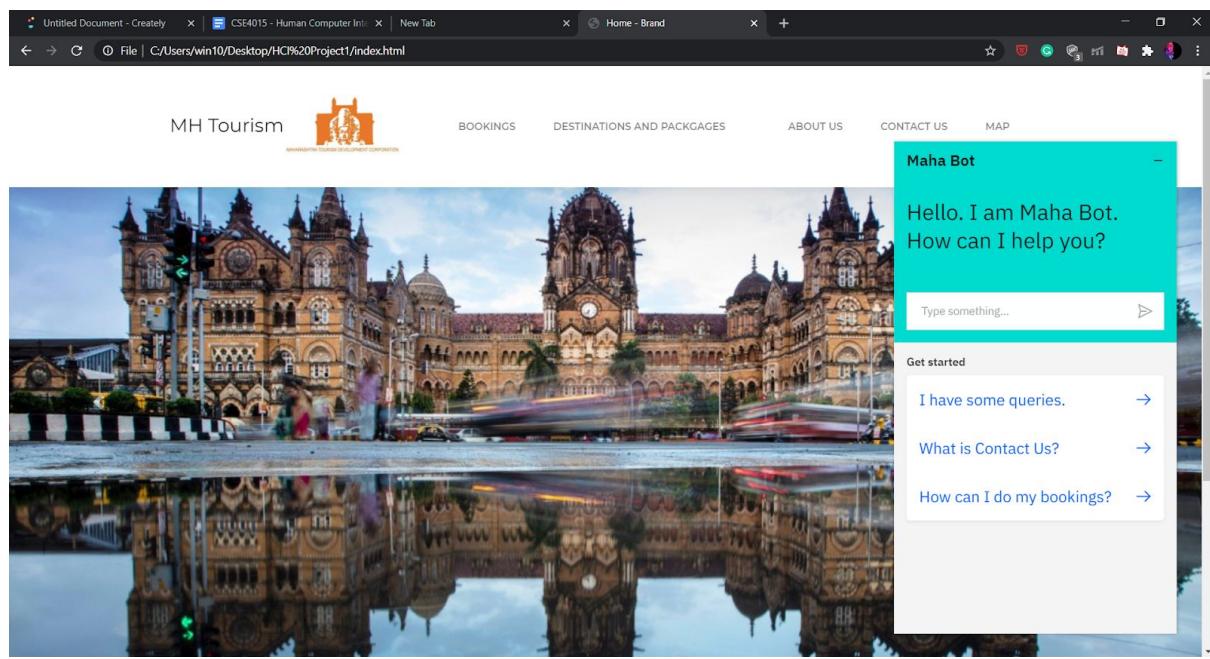
SUBMIT

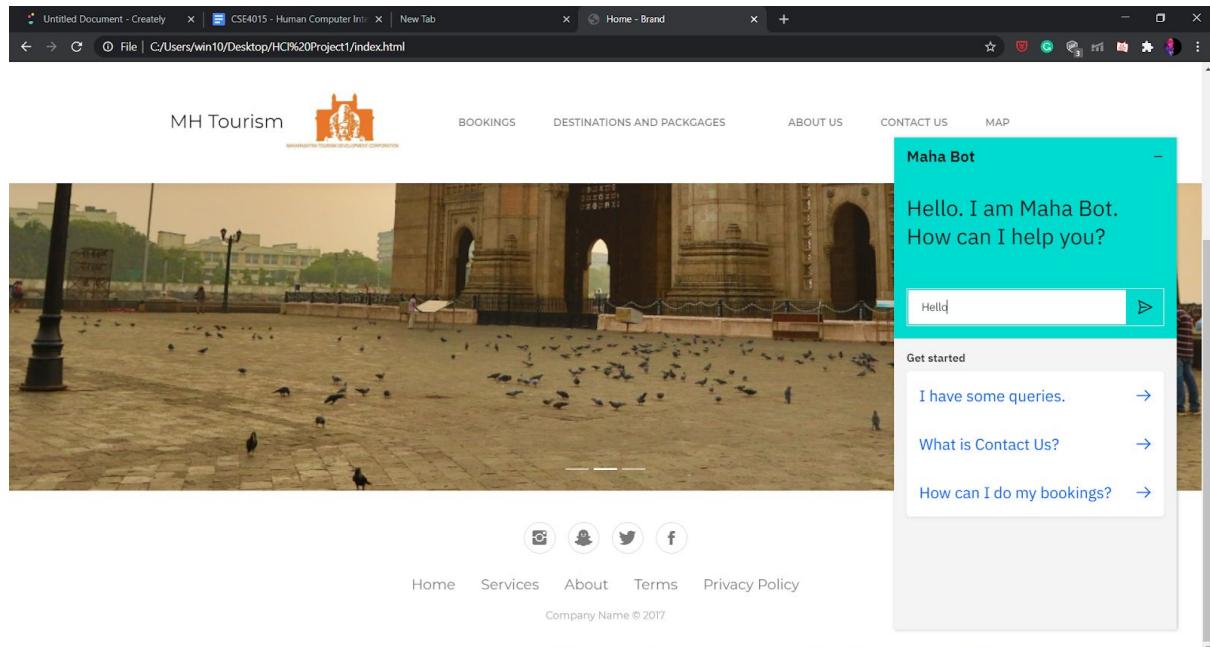
By checking this box, I agree to the Terms & Conditions & Privacy Policy.

TEST CASE ID	TEST SCENARIO	TEST STEPS	TEST DATA	EXPECTED RESULT	ACTUAL RESULT	PASS/FAIL
M2 T1	Chatbot Opening	Open the Index page On Bottom right click chatbot		Chatbot should open	Chatbot opens	Pass
M2 T2	Chatbot Asks how to help	Open the Index page On Bottom right click chatbot		Chatbot gives option how it can help and accepts questions	Chatbot asks how it can help and accepts questions	Pass

M2	Chatbot Options	Open the Index page On Bottom right click chatbot and it would show options		Chatbot gives several options and should be able to select them	Chatbot gives several options and we are able to select them	Pass
M2	Chatbot Testing	Open the Index page On Bottom right click chatbot and ask queries	Queries/Questions	Chatbot gives an appropriate and proper answer to the query	Chatbot gives an appropriate and proper answer to the query	Pass
M2	Chatbot Closing	Open the Index page On Bottom right click chatbot and ask queries and at exiting so can further use the interface		Chatbot minimizes or closes so that we can use the interface further	Chatbot minimizes or closes so that we can use the interface further	Pass

Screenshots:





MH Tourism

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

Maha Bot

Hello. I am Maha Bot.
How can I help you?

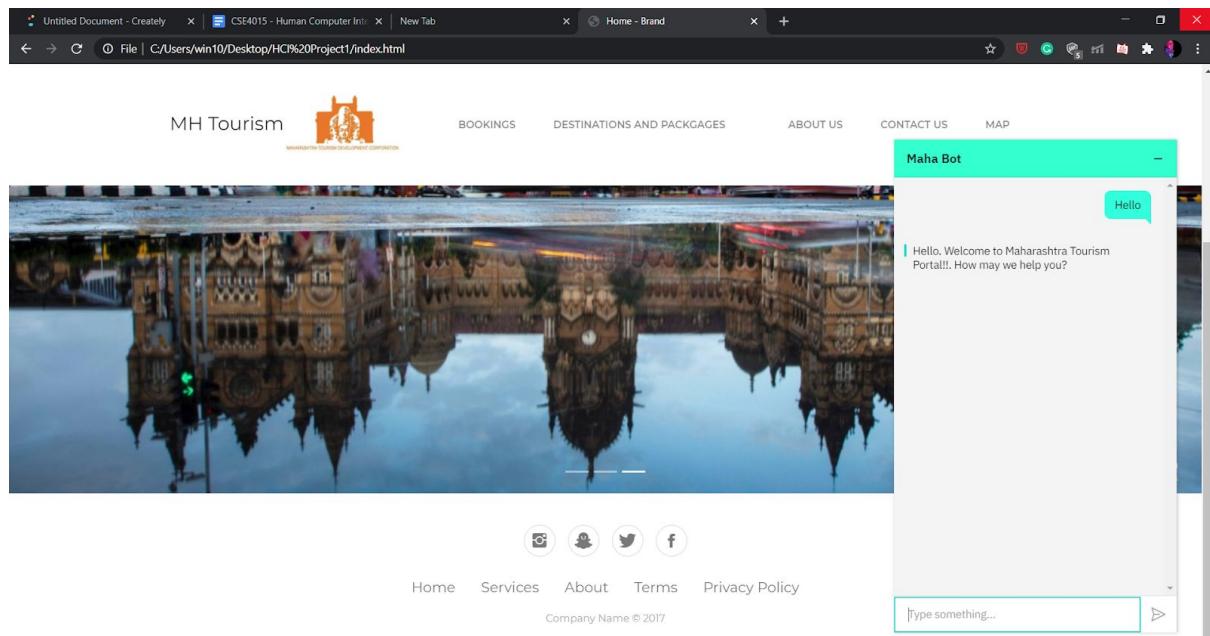
Hello

Get started

I have some queries. →

What is Contact Us? →

How can I do my bookings? →



MH Tourism

BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

Maha Bot

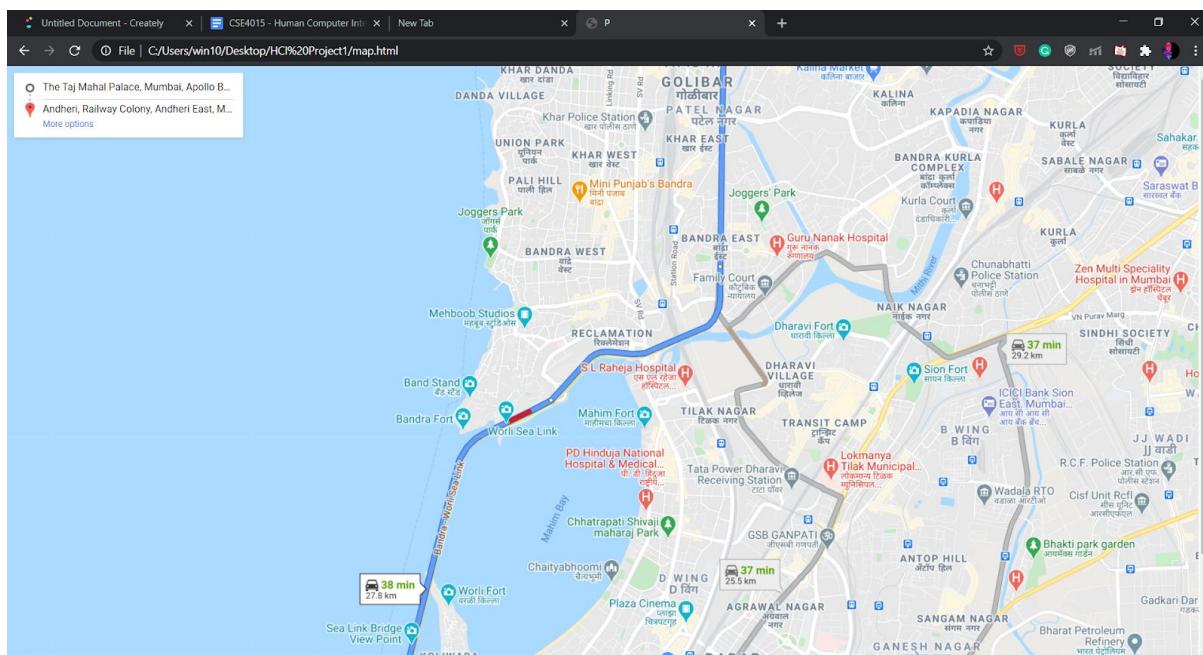
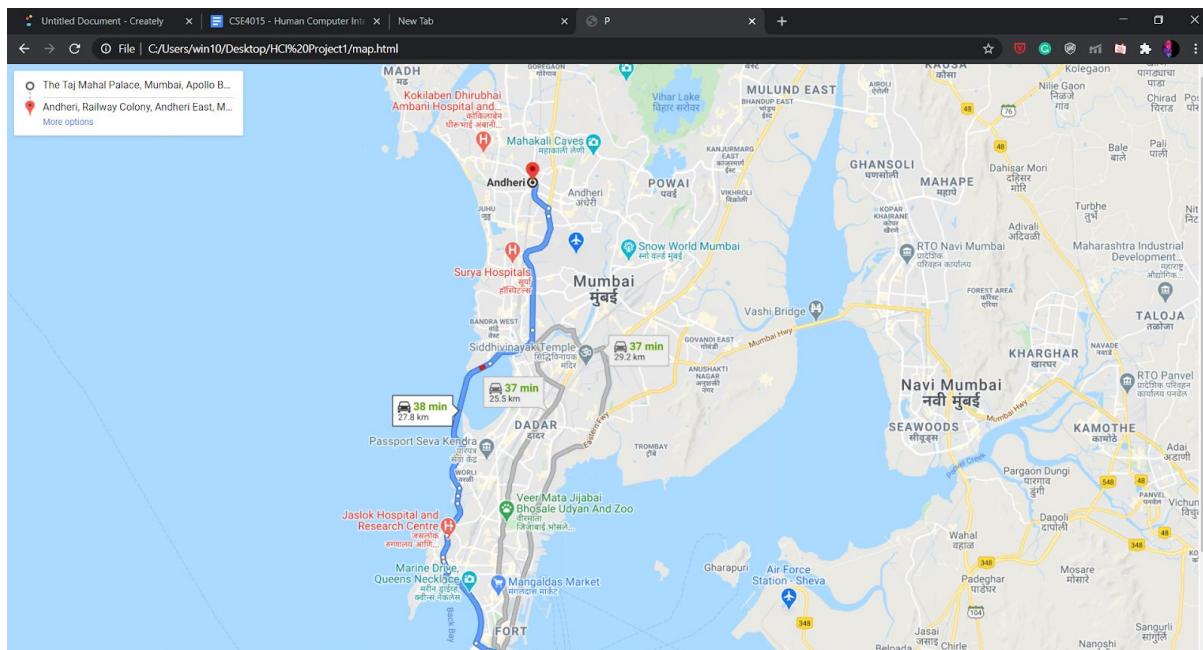
Hello. Welcome to Maharashtra Tourism Portal!! How may we help you?

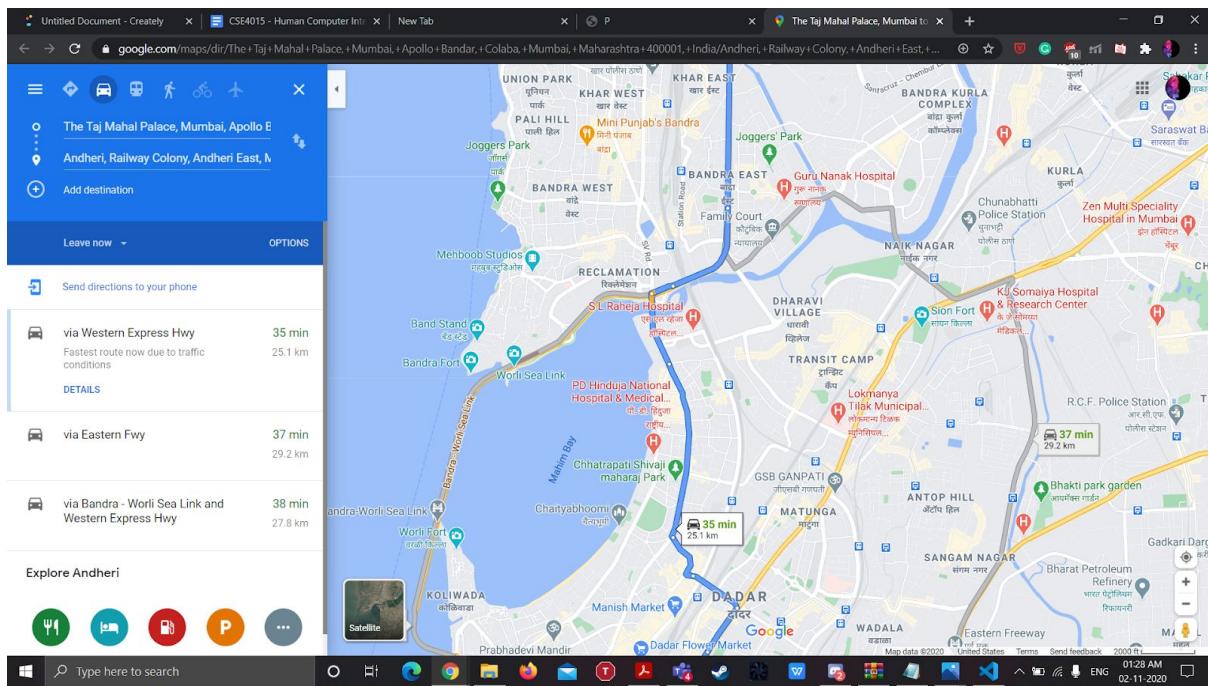
Hello

Type something...

TEST CASE ID	TEST SCENARIO	TEST STEPS	TEST DATA	EXPECTED RESULT	ACTUAL RESULT	PASS/FAIL
M3 T1	Navigate Maps	Open the Website Navigate to Map		Map should open	Map opens	Pass
M3 T2	Navigate Maps Routes	Open the Website Navigate to Map		Map should show route	Map shows route	Pass
M3 T3	Map Zoom	Open the website and try Zoom		Map should be able to Zoom	Map can be zoomed	Pass
M3 T4	Map More Options	Open the Website Navigate to Map click more options		Map should redirect to another website to add custom location	Interface redirects to another website to add custom location	Pass

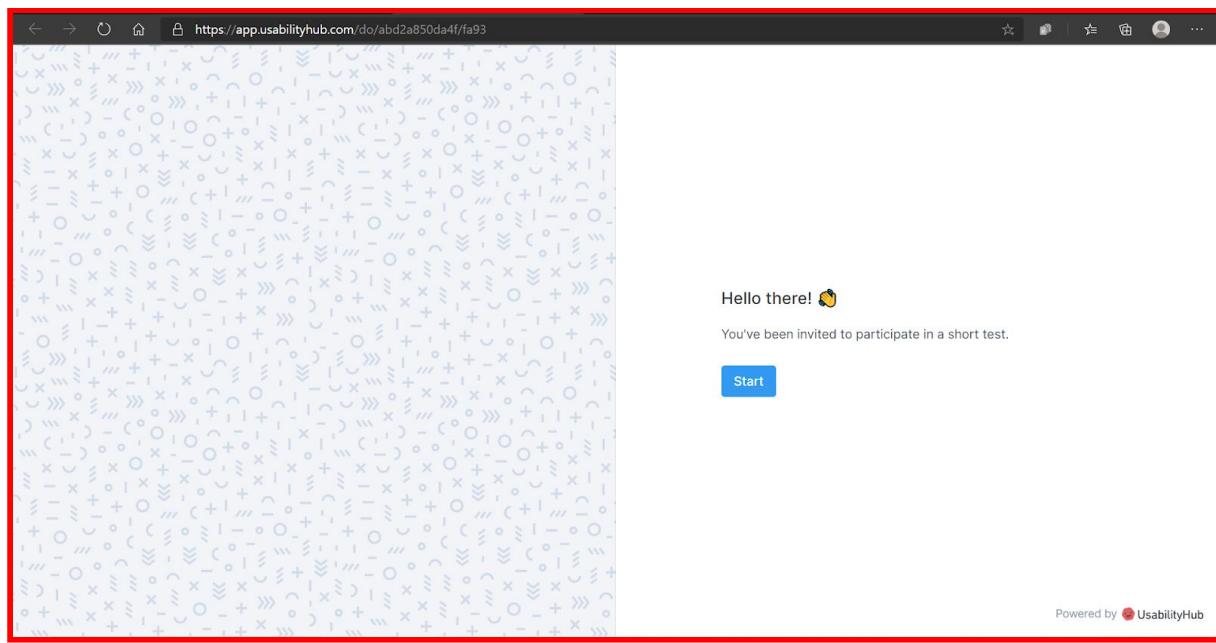
Screenshots:



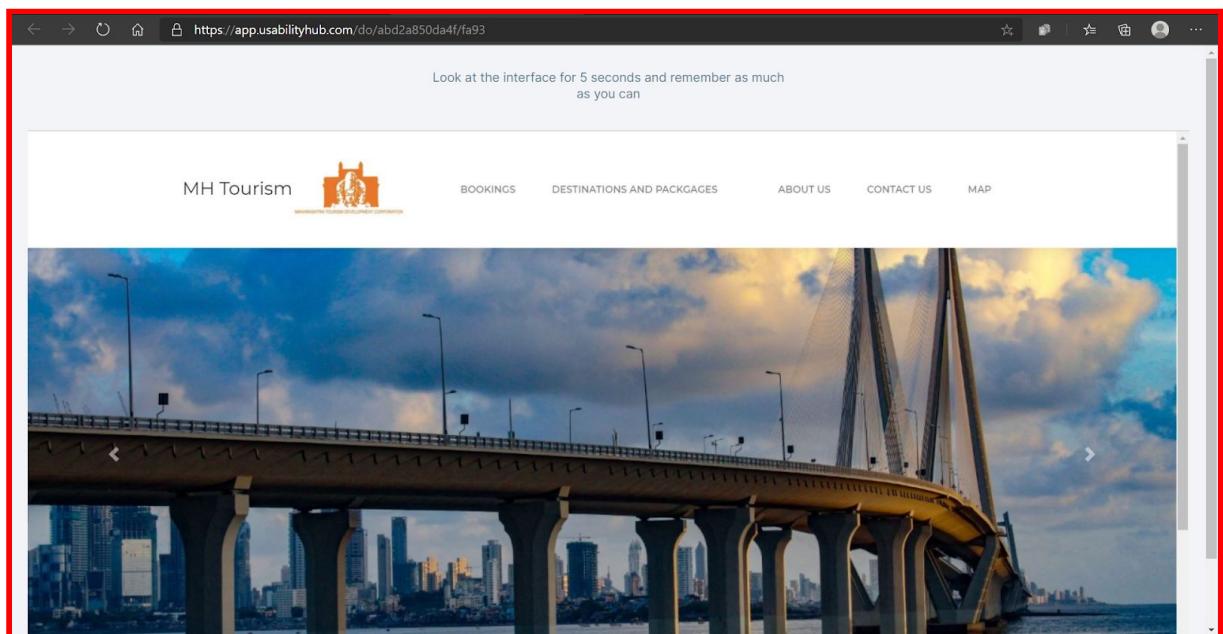
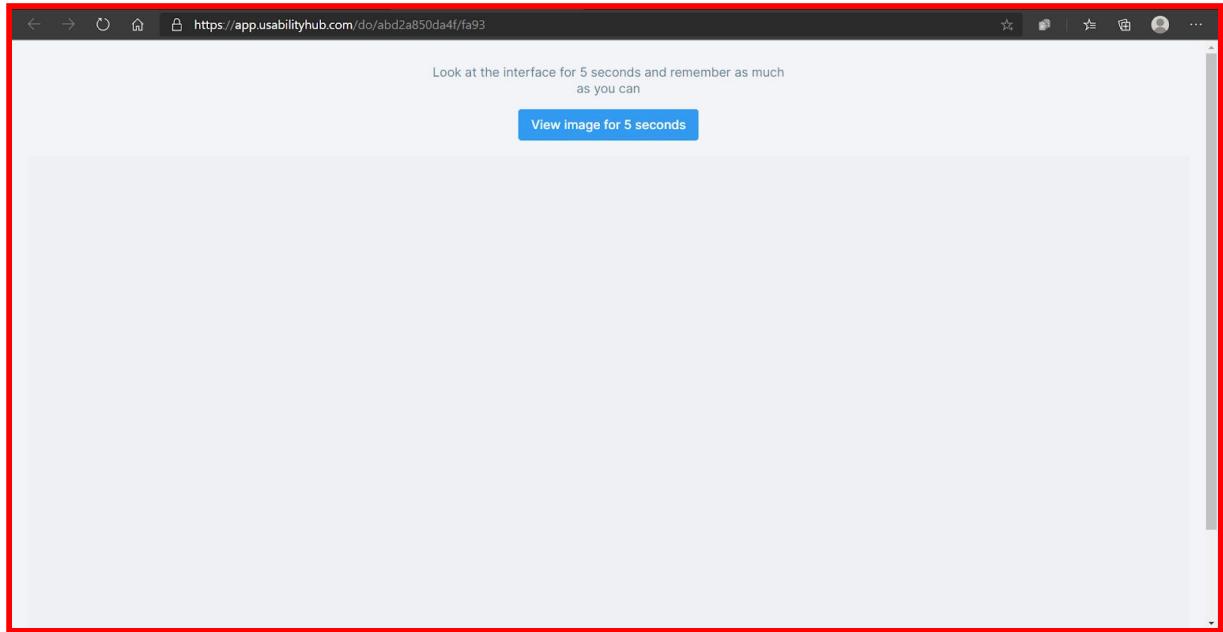


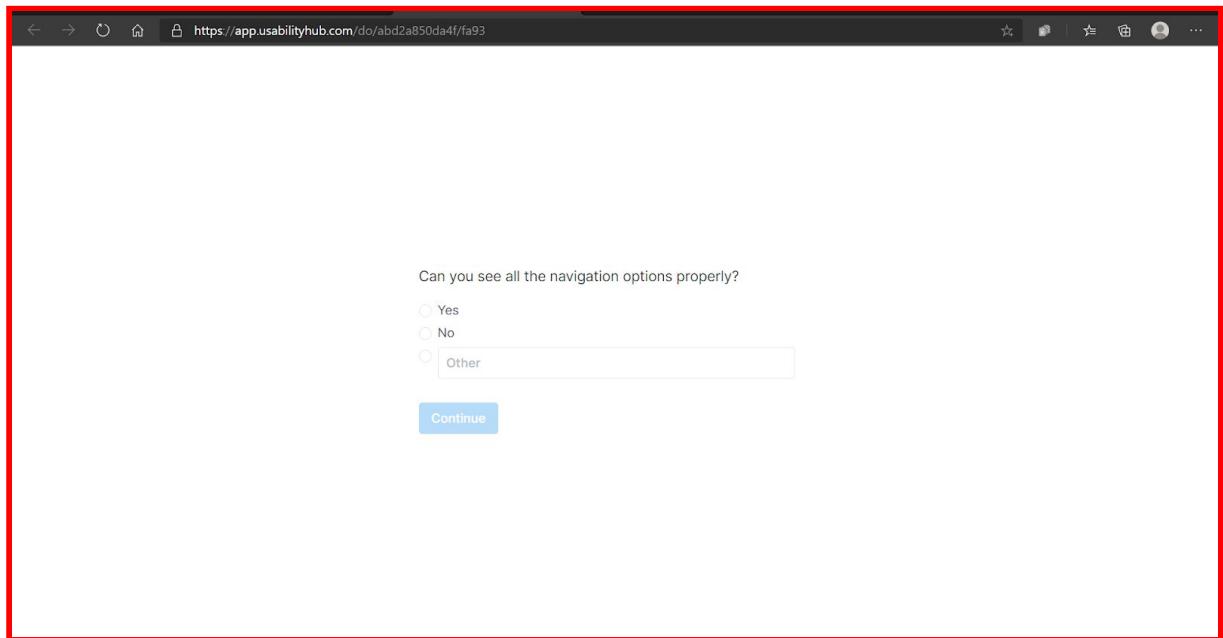
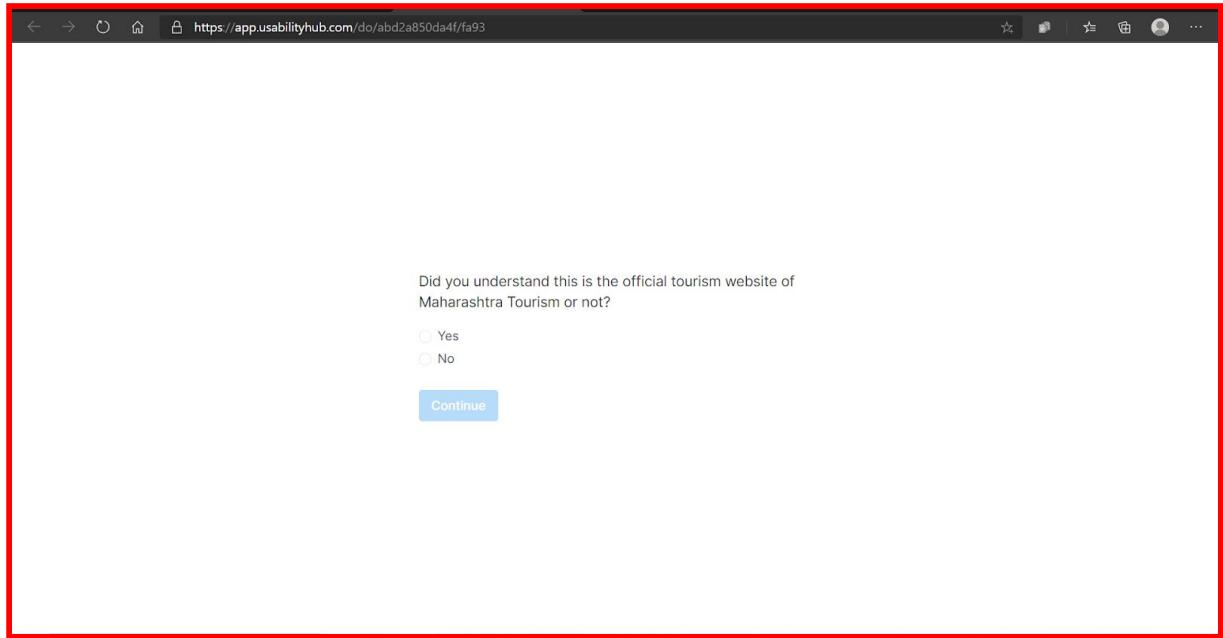
7.3 Usability Testing

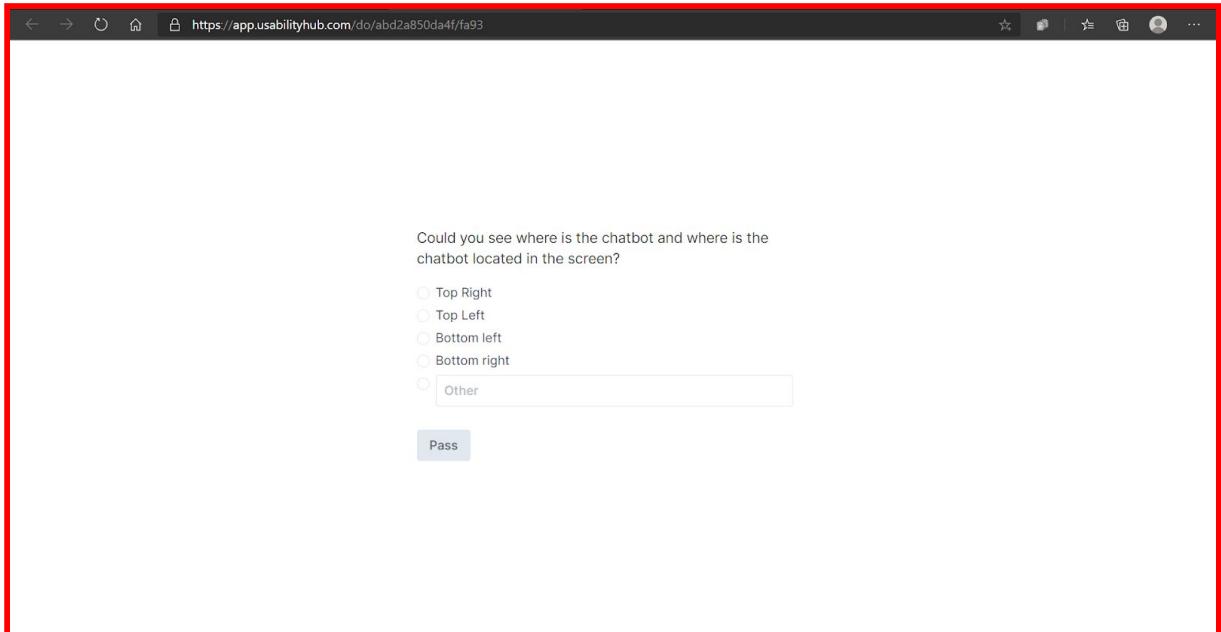
Usability Testing using Usability Hub



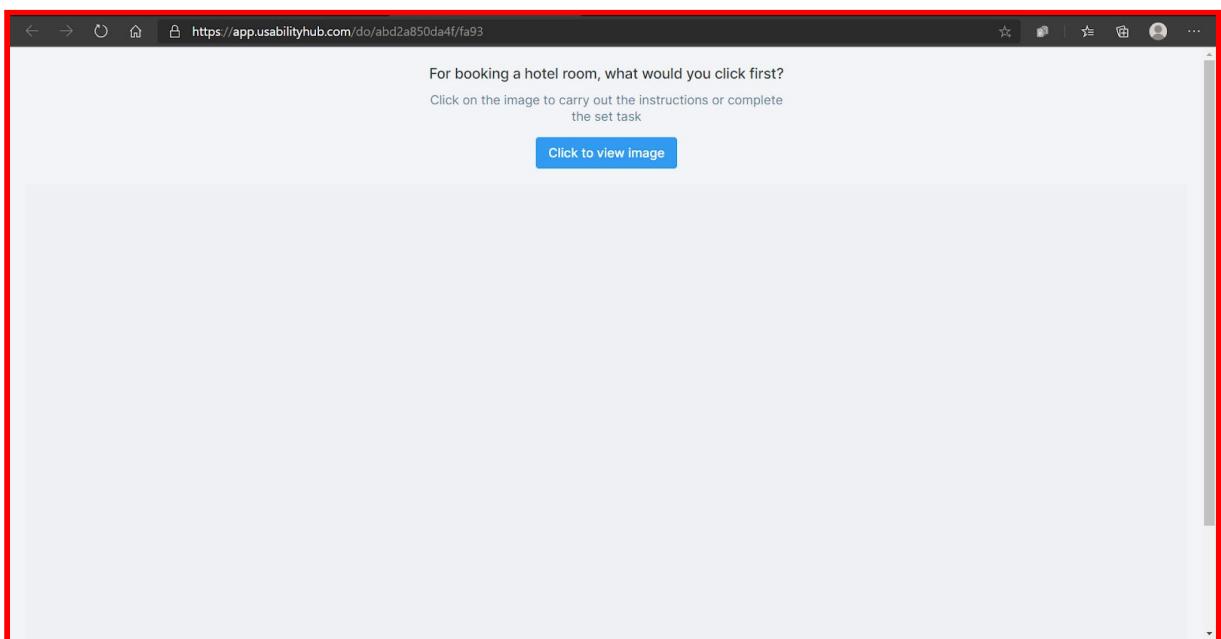
First Test: 5-Seconds Test

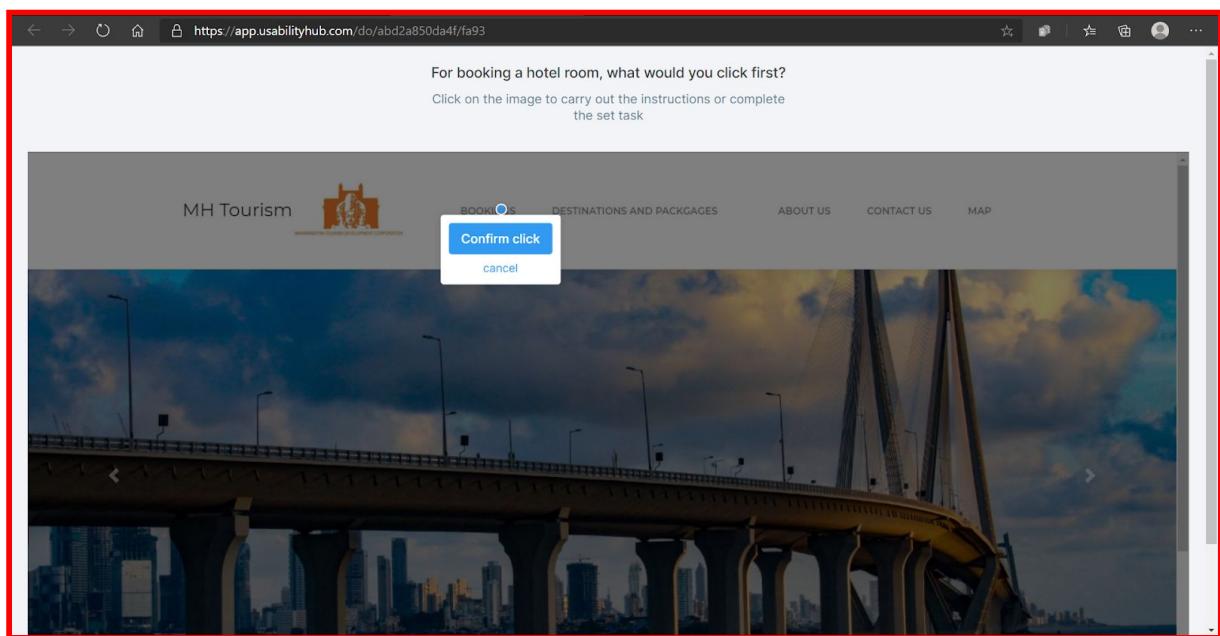
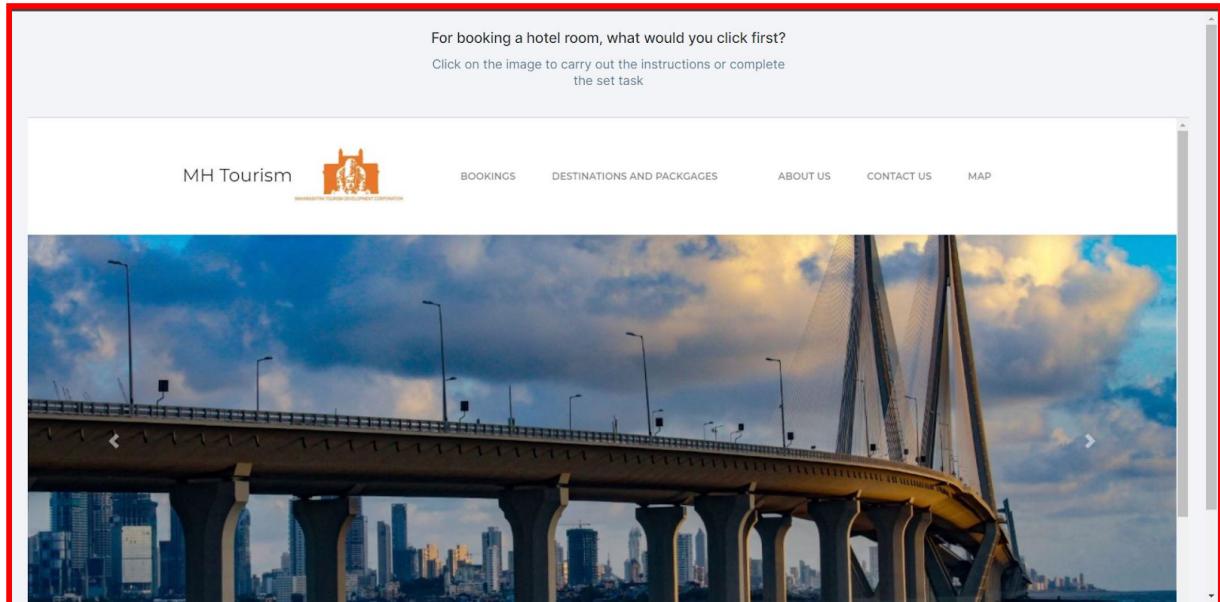






Second Test: First Click Test





Results

Dashboard

Five second test
Created 10 hours ago by Nithish Kumar

Build Recruit Results

20 Total participants 20 Responses shown

Share Export 20 results as CSV

Answers Country Gender Age range Education level

India 20

MH Tourism BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

1. Five Second Test (design shown for 5s)

1. Five Second Test (design shown for 5s)

MH Tourism BOOKINGS DESTINATIONS AND PACKAGES ABOUT US CONTACT US MAP

1. Five Second Test (design shown for 5s)

1a. Radio buttons question

Did you understand this is the official tourism website of Maharashtra Tourism or not?

Totals Answers 20

Response	Percentage
Yes	85%
No	15%
Other	0%

https://app.usabilityhub.com/tests/abd2a850da4f/results

Filters Participants

Answers Country Gender Age range Education level Employment status Annual household income Technical proficiency

India 20

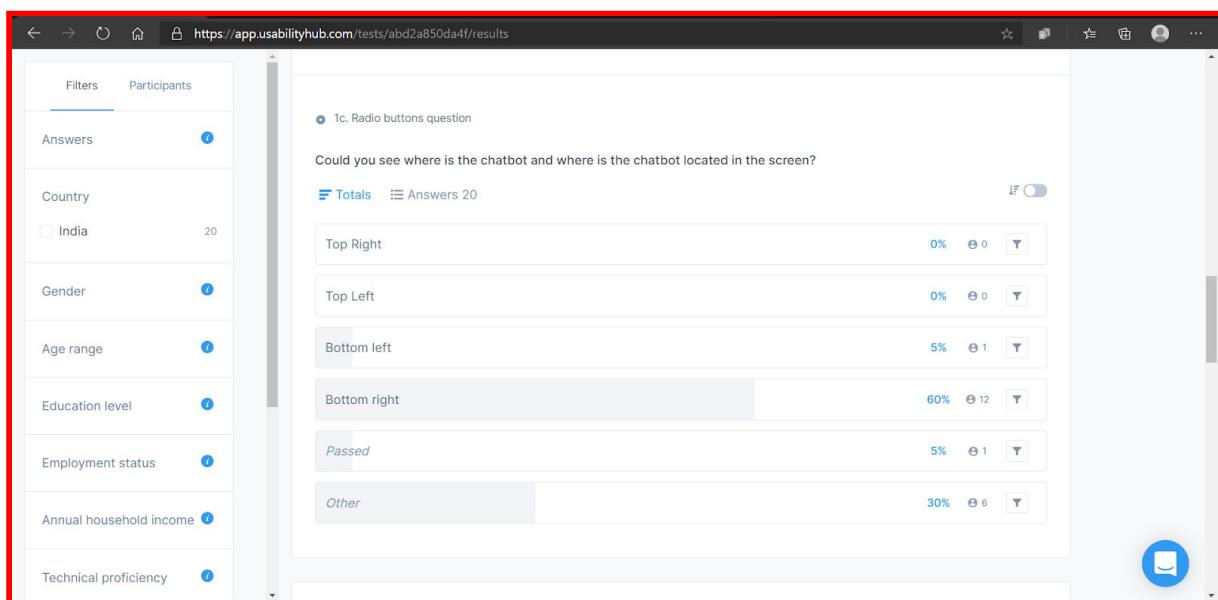
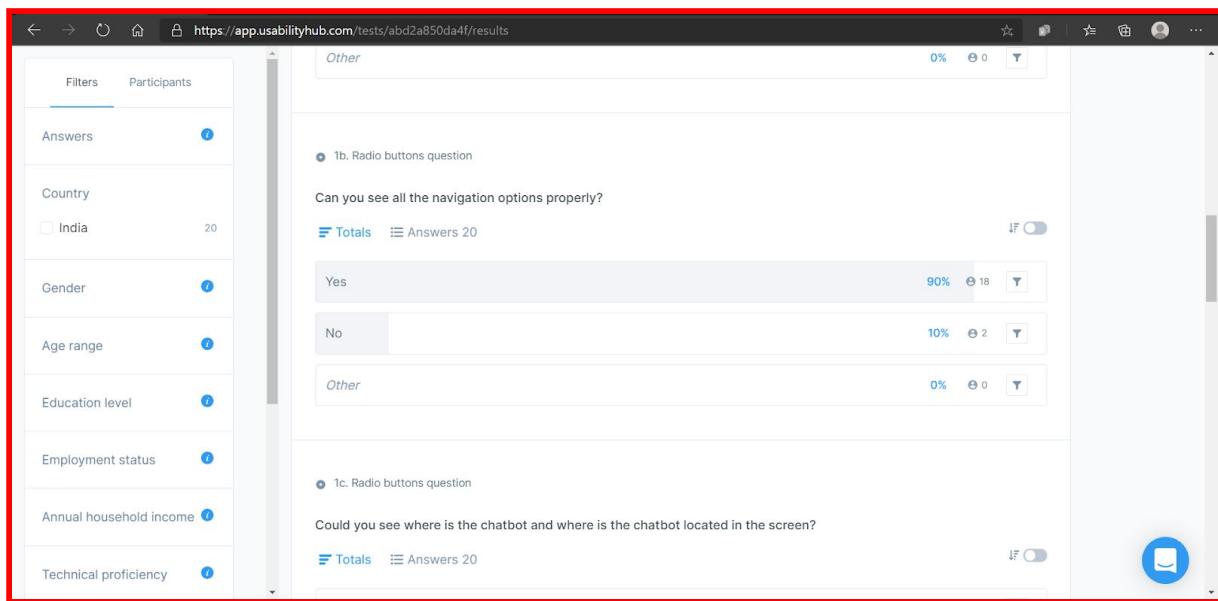
1a. Radio buttons question

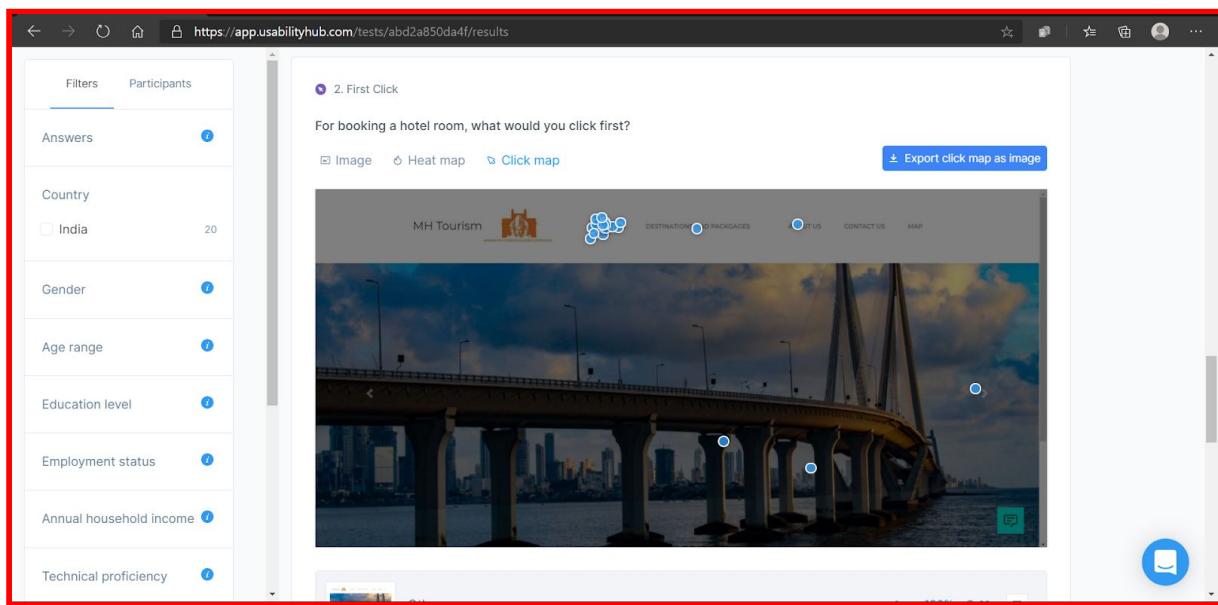
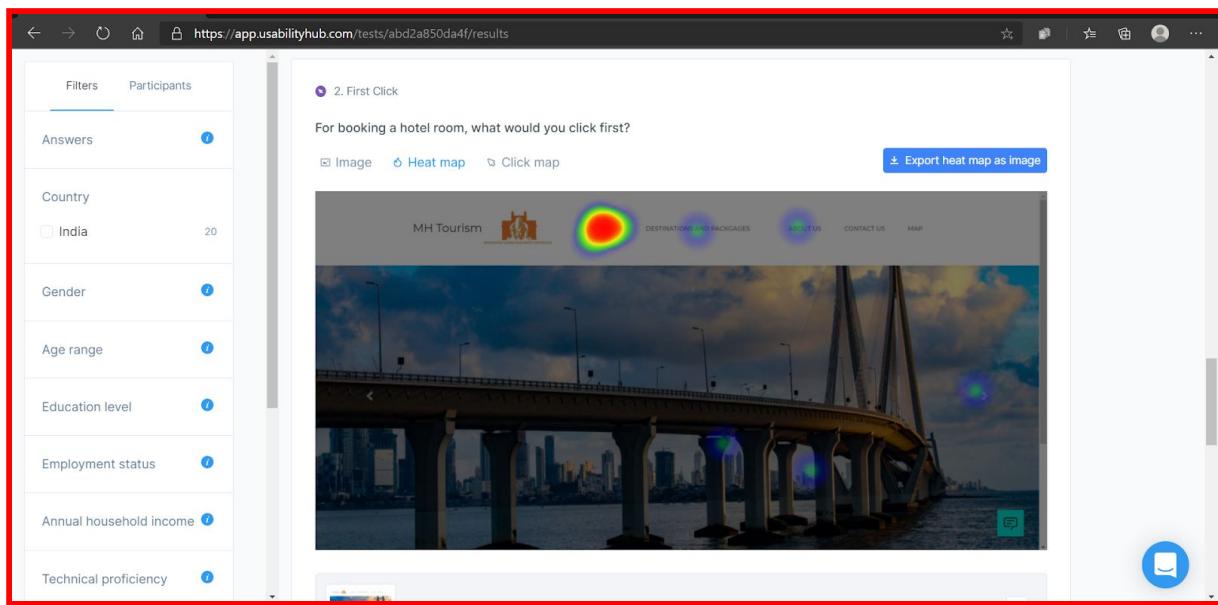
Did you understand this is the official tourism website of Maharashtra Tourism or not?

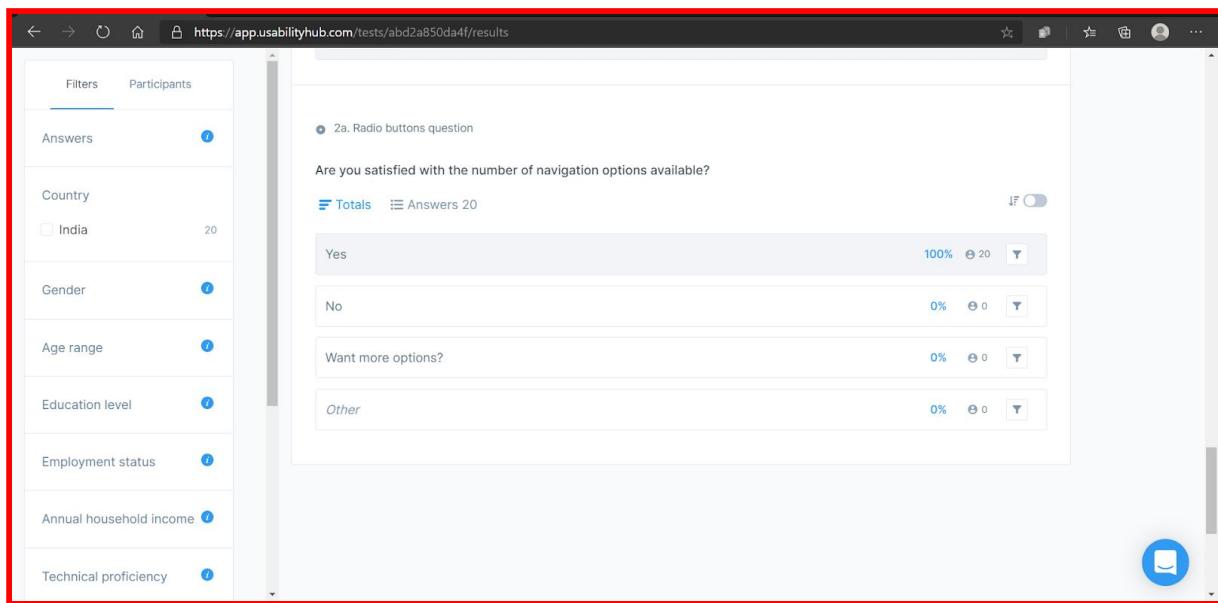
Totals Answers 20

Response	Percentage
Yes	85%
No	15%
Other	0%

1b. Radio buttons question







8. Conclusion

After creating the new redesigned site, there was a clear difference between the standards in terms of user-interactive grounds. The main few things that needs to be kept in mind are that the challenge isn't about building a pretty site, but to design with the target audience in mind. Present the content in the manner that is appealing to the users. Understanding the objective while making the site is important and more work towards it needs to be done.

The feedback gathered from the target-user needs to be duly noted and worked on for the site to improve on a future basis. By using standard resources and tools, the visitors are able to view our web pages no matter what browser they use. Using the right resources for our web design makes our website contemporary. It can easily be integrated into current technologies and software.

Our users would derive added value from our websites and contribute to its growth. The right resources also make it easy for surfers to use our site. The standard tools used for creating the website will ensure that things such as navigation, menus and layout conform to current practices that every web user is familiar with.