



AACS2303 INTRODUCTION TO INTERFACE DESIGN
ASSIGNMENT REPORT

Programme :DFT (Intake:2024)

Tutorial Group :G5

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Interface Design Phase 1

Originality report

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AACS2303 Introduction to Interface Design

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FILE NAME

Interface Design Phase 1

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Airbnb is an online marketplace that connects travellers with hosts who offer short-term rentals and unique travel experiences. Founded in 2008 by Joe Gebbia, Nathan...

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Airbnb is an online marketplace that connects travellers seeking accommodation with hosts offering unique spaces, from apartments and houses to ...

Airbnb business model: how does Airbnb work? - Touch Stay <https://touchstay.com/blog/airbnb-business-model>

PHASE 1

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1.0 Background

Airbnb is an online marketplace that connects travellers with hosts who offer short-term rentals and unique travel experiences. Founded in 2008 by Joe Gebbia, Nathan Blecharczyk, and Brian Chesky, Airbnb started as a way for the founders to earn extra income by renting out air mattresses in their apartment. Over time, it grew into a global platform operating through a website and mobile app, allowing hosts to list their homes, apartments, or even single rooms for rent.

Besides accommodations, Airbnb expanded to include Airbnb Experiences, where hosts offer local activities such as city tours, cooking classes, and outdoor adventures. This feature enhances travel by giving guests access to immersive cultural experiences beyond traditional lodging.

1.1 Purpose

The purpose of Airbnb is to provide a convenient, flexible, and diverse alternative to traditional hotels by connecting travellers with hosts offering short-term rentals and unique experiences. The platform allows guests to choose from a wide range of accommodations, including budget-friendly options, luxury homes, and distinctive stays such as treehouses and houseboats.

In addition to lodging, Airbnb enables hosts to generate income by renting out their available spaces, offering them flexibility in pricing, availability, and property management. The platform also enhances travel experiences through Airbnb Experiences, where local hosts provide curated activities such as guided tours, cultural workshops, and outdoor adventures.

To ensure a secure and reliable booking experience, Airbnb implements strict user verification, a secure payment system, and a transparent review process. By bridging the gap between hosts and guests, Airbnb not only enhances travel convenience but also fosters community engagement and economic opportunities worldwide.

1.2 Main User

Main User	Features	Descriptions
Travellers	Book Accommodation	<ul style="list-style-type: none"> • Wide range of options from luxury villas to affordable shared rooms. • Includes unique stays like treehouses and houseboats. • Travellers can filter search results by location, price, features, and reviews to find their ideal stay.
	Airbnb Experiences	<ul style="list-style-type: none"> • Airbnb Experiences offers locally hosted activities like: <ul style="list-style-type: none"> ◦ Cultural events ◦ City tours ◦ Outdoor activities
	Business Travel (Airbnb for Work)	<ul style="list-style-type: none"> • Airbnb for Work provides accommodations with: <ul style="list-style-type: none"> ◦ Dedicated workspaces ◦ High-speed Wi-Fi ◦ Business-friendly amenities
Hosts	Listing & Renting Spaces	<ul style="list-style-type: none"> • Airbnb allows hosts to rent out spaces like single rooms, entire homes, or unique spaces to earn money. • Hosts can set their own rates and availability.
	Airbnb Experiences for Hosts	<ul style="list-style-type: none"> • Hosts can offer experience-based activities such as: <ul style="list-style-type: none"> ◦ Guided tours ◦ Skill-sharing sessions ◦ Workshops
	Superhost Program	<ul style="list-style-type: none"> • Superhosts are a title for highly experienced hosts. • Superhost listings appear higher in search results and are highlighted with a badge. • Superhosts inquiries are handled before regular hosts when contacting Airbnb's customer support.

1.3 Airbnb Features and Functionality

1. Diverse Accommodation Option
 - Airbnb offers a variety of lodging choices, including shared rooms, private apartments, entire homes, and unique stays such as treehouses, tiny homes, and luxury villas.
 - This flexibility allows guests to choose accommodations that match their budget and preferences.
2. Advanced Search and Filtering System
 - Users can refine their search based on location, price range, number of guests, amenities and reviews.
 - This feature makes it easier for travellers to find the perfect stay based on their needs.
3. Secure Booking and Payment System
 - Airbnb handles all bookings within the platform, ensuring a safe and smooth reservation process.
 - Guests can either Instant Book or send a request for host approval.
 - Payments are securely processed, with Airbnb holding the funds until 24 hours after check-in to ensure the booking meets expectations.
4. Messaging and Communication
 - Guests and hosts can communicate directly within Airbnb's messaging system to discuss booking details, house rules, and special requests.
 - This feature ensures all communications remain within the platform for security and transparency.
5. Wishlist and Saved Listings
 - Guests can save their favourite accommodations for future bookings.
 - This is useful for trip planning and comparing multiple stays.
6. Review and Rating System
 - After every stay, both guests and hosts can leave reviews, helping future users make informed decisions.
 - The system ensures transparency and encourages quality service from hosts.
7. Listing Management
 - Hosts can create detailed property listings with photos, descriptions, amenities, and pricing information.
 - They can update availability and highlight unique features to attract guests.
8. Pricing and Discounts
 - Airbnb allows hosts to set their own prices and offer discounts for longer stays.
 - The Smart Pricing tool automatically adjusts rates based on demand and seasonality.
9. Superhost Program
 - Airbnb rewards top-rated hosts with the Superhost badge, which increases their visibility and credibility.
 - Superhosts receive benefits such as priority customer support and higher placement in search results.

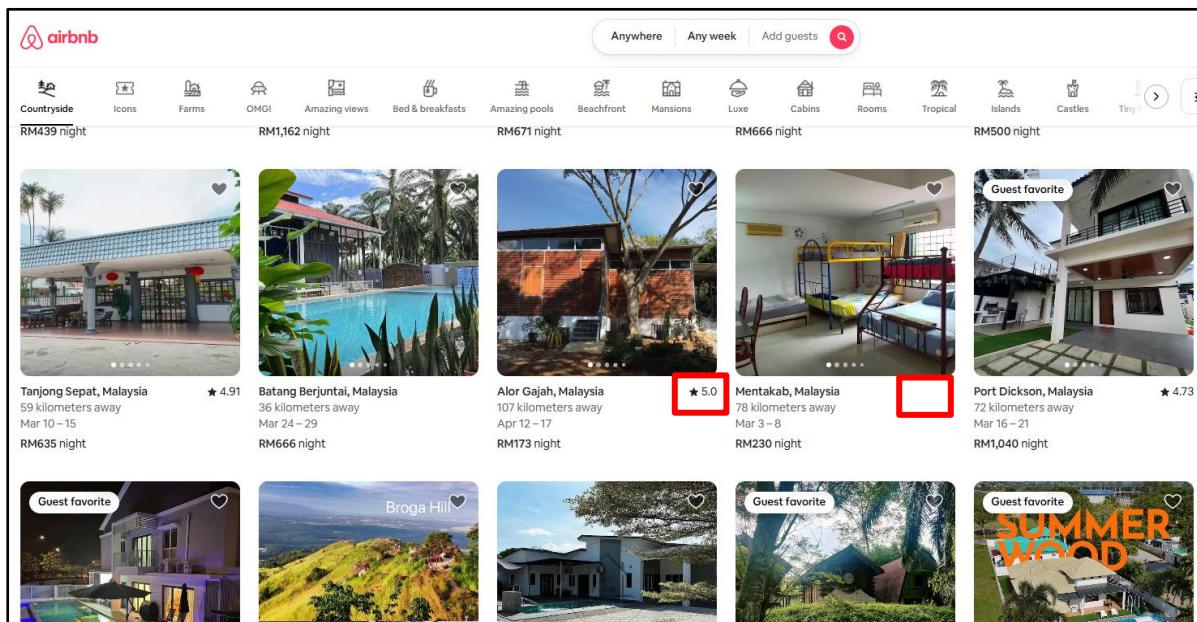
1.4 Problem Addressed by Airbnb

1.4.1 Problems faced by Travellers

1.4.1.1 Problems that violated the Consistency Principle

1. Inconsistent Display of Customer Reviews

When using the Airbnb website application, certain customer reviews are visible on the front page, while others are missing without clear reasoning. The inconsistent display of customer reviews affects user trust and decision-making. When some reviews are visible while others are missing without explanation, travellers may question the credibility of the platform and the authenticity of the reviews shown. This lack of transparency can lead to confusion as well as frustration, since users are not able to accurately decide whether a listing by a host is new or has missing reviews.



Impact: Without a reliable and uniform review system, potential customers may struggle to make informed booking decisions, increasing uncertainty and hesitation. Ultimately, this inconsistency can discourage users from finalizing their bookings, potentially leading them to seek alternative platforms with more transparent and dependable review displays.

r/AirBnB • 4 yr. ago
mtbguy1981

My negative review isn't showing up?

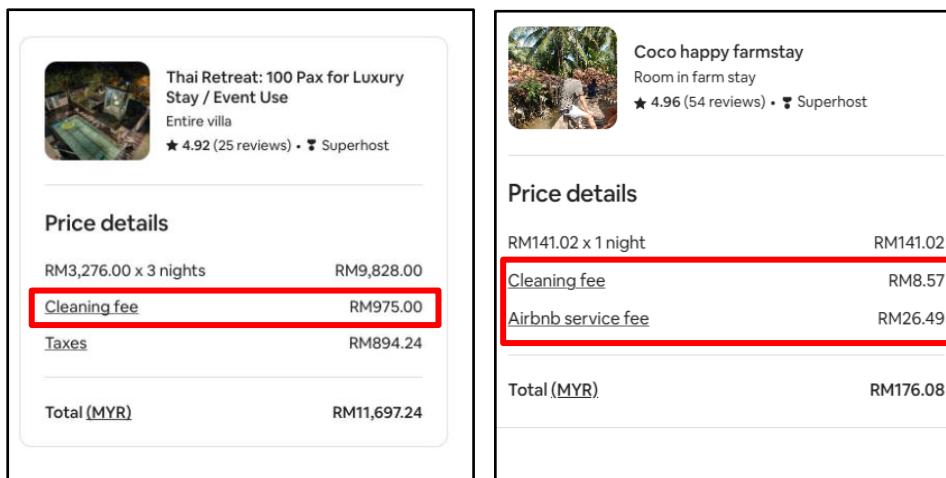
Recently rented a beach house in the Outer Banks, NC. It was managed by a realty company as many in this area are. I gave the house 3/5 stars because there were a bunch of small things that bothered us. Nothing majorly wrong, just not very nice for what we paid. That was a week ago, the place still shows as having no reviews. B

Up 0 Down Comment 57 Share

(mtbguy1981, 2022) (m4king, 2022)

2. Inconsistent Display of Fees

The service and cleaning fees on the Airbnb platform lack consistency, creating an unpredictable experience for users. In some cases, these fees are displayed upfront as part of the total price, while in other instances, they are added later in the booking process without any clear explanation. This leads to confusion, as travellers are unable to anticipate whether additional charges will apply or not. Furthermore, there is no proper explanation on how the cleaning and service fees are calculated. This can lead to misunderstandings and frustration among users, as they may feel they are being charged unfairly or unexpectedly. Without clear guidelines or transparency, travellers are left uncertain about the final cost of their booking, making it difficult to budget accurately.



Screenshot 1: Thai Retreat: 100 Pax for Luxury Stay / Event Use

Price details	
RM3,276.00 x 3 nights	RM9,828.00
Cleaning fee	RM975.00
Taxes	RM894.24
Total (MYR)	RM11,697.24

Screenshot 2: Coco happy farmstay

Price details	
RM141.02 x 1 night	RM141.02
Cleaning fee	RM8.57
Airbnb service fee	RM26.49
Total (MYR)	RM176.08

Impact: Without a standardized pricing model explaining why these fees are included or excluded, users may struggle to accurately calculate the total cost of their stay. This can make it difficult for travellers to compare listings effectively, resulting in frustration and mistrust toward the platform. Furthermore, unexpected fees appearing late in the booking process may cause users to abandon their reservations, impacting their overall satisfaction and confidence in the service.



Why Airbnb Hosts May Hide 'Additional Fees' (And What You Can Do About It As A Guest)

By Nicole Cord-Cruz ~ Aug 18, 2024 5:15 pm EST

(Cord-Cruz, 2024)



\$430 cleaning fee, hidden in listing

Hello,

I'm staying at an Airbnb, which under the "House Rules" states that upon arrival an additional \$430 will be collected for "Cleaning, washing sheets, electricity, gas and water".

This fee was absent from the price breakdown when I paid.

I guess I'm the sucker because it's hidden away in the House Rules section, when using a desktop you have to click on "More Info" to even see the text where it is explained. In the app you can see it by clicking the House Rules section.

Obviously I didn't thoroughly read the house rules when I booked.

My question is, is this allowed? Should I contest it? It seems an extortionate amount for what it's for AND a little shady to hide it in the listing but not the price breakdown (where I usually see the cleaning fees).

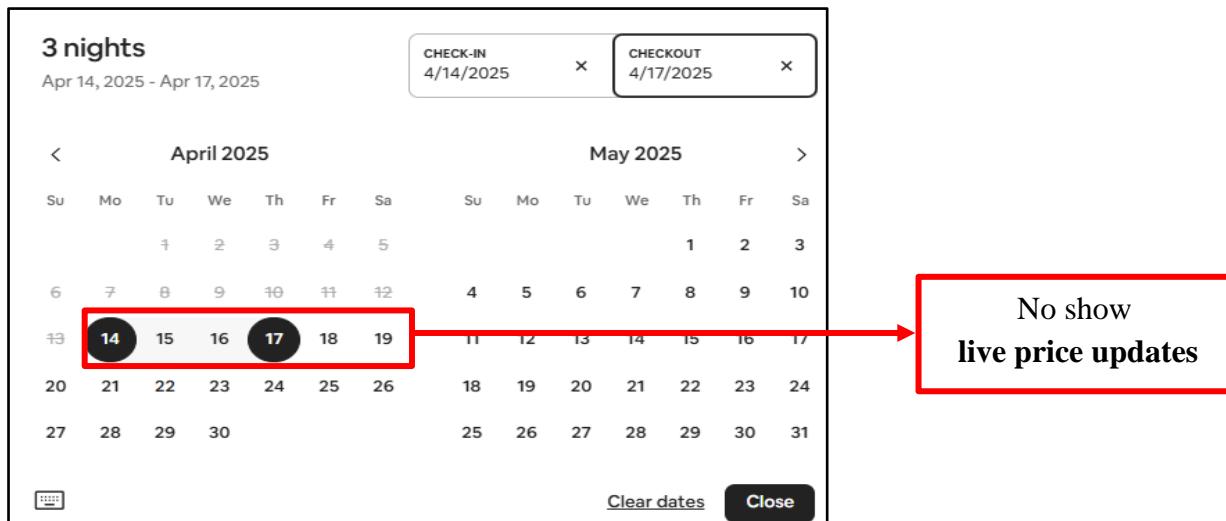
This is a 7 day stay with 4 adults 3 children in a \$300/night place.

(m4king, 2022)

1.4.1.2 Problems that violated the Feedback Principle

1. No Immediate Price Feedback When Browsing Booking Dates

The calendar interface does not display price variations upfront, meaning users can only see the total cost after selecting a specific date. This absence of transparent pricing information makes it difficult for travellers to compare different booking options efficiently, as they must repeatedly click on different dates to check the corresponding price. Without a clear overview of pricing across various days, users are left guessing which dates might be more affordable, increasing the likelihood of accidental bookings on high-priced dates.



Impact: The lack of upfront price visibility on the calendar creates a frustrating and time-consuming experience for travellers. Without a clear overview of price variations, users are forced to repeatedly select and deselect dates to find the most affordable option. This inefficiency not only leads to frustration but also increases the risk of accidental bookings on higher-priced dates, potentially resulting in unexpected costs.

A screenshot of a Reddit post from the subreddit r/AirBnB. The post is titled "no longer able to view pricing on calendar?". It includes a message from a user named Wischfulthinker:

Aloha all,

My wife & I are still pretty new to airbnb. We use it maybe once or twice a year. Last time we used it was last fall but it seems like they have changed some things making it more difficult to find the places we'd like to stay. In the past we were able to see nightly rates for a given place on the calendar. So if we really like a specific place we could look on the calendar to see dates that had lower rates. I can't seem to do that now. There doesn't seem to be any way to see rate changes on the calendars. Due to my work we are very flexible on when we travel, but we have specific places we like. In the past this allowed us to pick off season dates with lower rates. But now other than randomly choosing dates in the future, there doesn't seem to be any easy way to do it. Am I missing something or is this an intended feature change by airbnb? At this point we are looking at alternative websites or traditional vacation rentals.

Below the post are standard Reddit interaction buttons: upvote (1), downvote, comment (11), and share.

(Wischfulthinker, 2020)

2. Unclear Explanation of Airbnb Service Fee

The service and cleaning fees on Airbnb are often not explained in sufficient detail, leaving users uncertain about the breakdown of charges. Without a clear explanation of how these fees are calculated whether based on the length of stay, property type, or other factors travellers may feel misleading or uncertain about the fairness of the pricing. The feedback principle emphasizes that users should be given enough information to make informed decisions, yet the vague presentation of these costs can lead to confusion and frustration. When fees appear unexpectedly or are not properly broken down, users may hesitate to proceed with their bookings or abandon them altogether.

Request to book

This is a rare find.
Joe's place is usually booked.

Your trip

Dates Mar 3 – 5 [Edit](#)

Guests 1 guest [Edit](#)

Log in or sign up to book

Country code Malaysia (+60) [▼](#)

Price details	
RM850.00 x 2 nights	RM1,700.00
Airbnb service fee	RM259.20
Taxes	RM20.00
Total (MYR)	RM1,979.20

X This helps us run our platform and offer services like 24/7 support on your trip.
This includes VAT.

Impact: The lack of transparency in service and cleaning fees can create confusion and frustration among travellers, as they struggle to understand what they are paying for and whether the charges are fair. Without a clear breakdown of costs, users may feel misled, leading to distrust in the platform. This uncertainty can make budgeting difficult and discourage users from completing their bookings, ultimately impacting Airbnb's credibility and booking conversion rates.

r/AirBnB • 2 yr. ago SadPatient28

outrageous cleaning and service fees?

can somebody explain these outrageously expensive cleaning and service fees that double and triple the cost of stay?

many of these properties seem nice and inviting, with a reasonable room rate... BUT...

once the cleaning and service rates are added they become more expensive than a hotel. why is that?

is there a way to alleviate those costs so that the stay is not so expensive????

also it varies wildly from property. for example the same amount of days for a 75 room would cost 565\$ total and yet a 129\$ room becomes a 771\$ total, it seems crazy?

[Up 0](#) [Down](#) [Comment 49](#) [Share](#)

(SadPatient28, 2023)

What is the point of cleaning fees if I'm required to do all the cleaning? [USA] [Question](#) (self.AirBnB)

93 Submitted 3 months ago by MakeYouSayWTFak

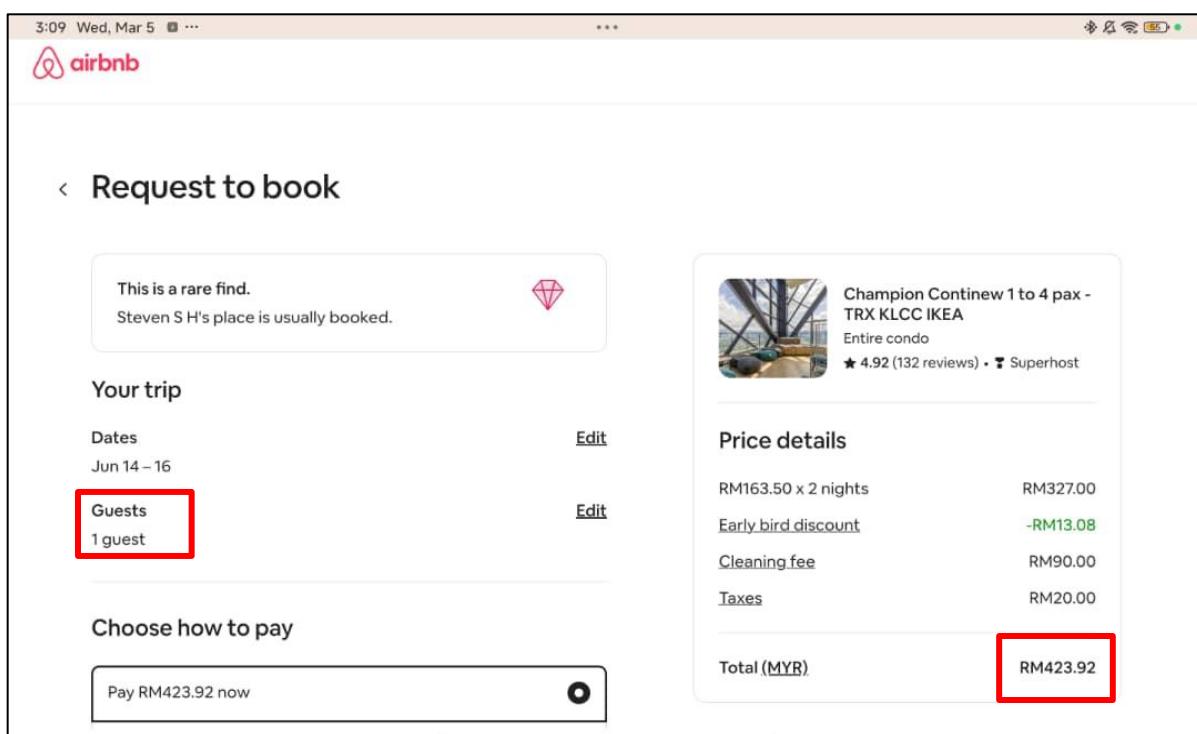
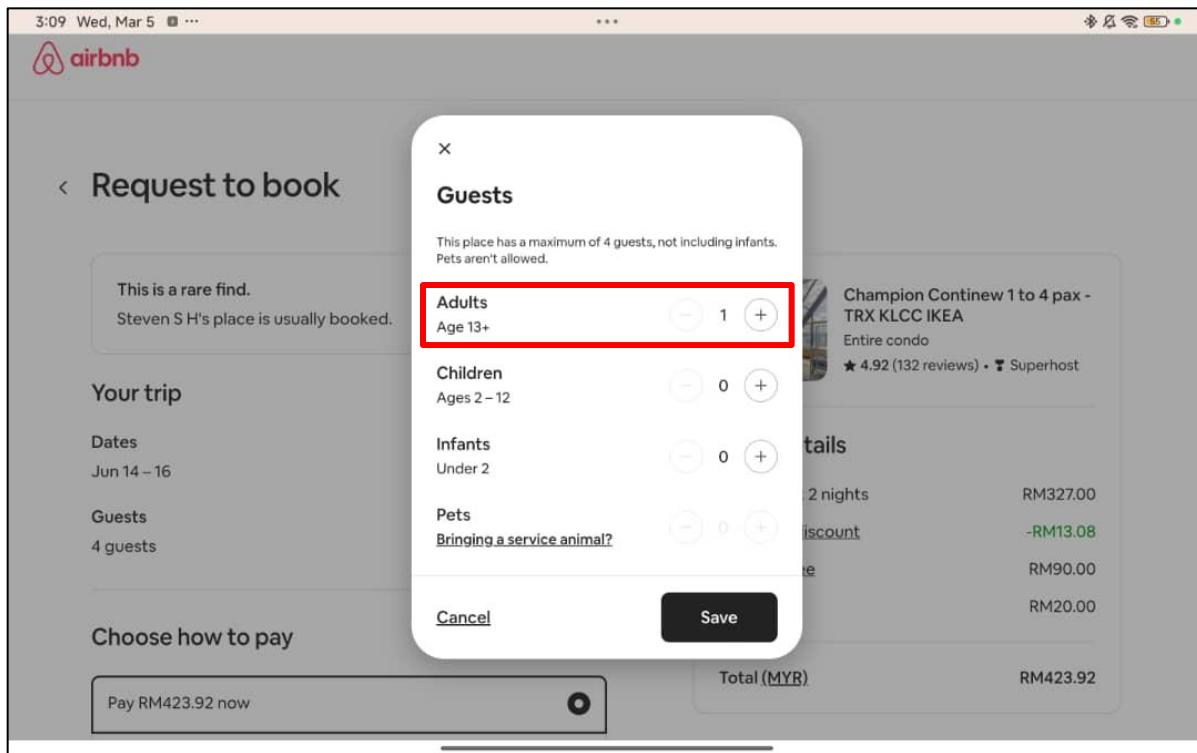
So staying in an airbnb on a 3 day vacation. Not used to staying in airbnbs because I normally just get a hotel. Airbnb is \$182 a night for 2 nights but final bill is \$730 with \$230 of that being a cleaning fee... okay. Fair enough. Except when I get here I'm told I have to take all the trash to the dumpster, clean all the dishes, wash the towels we use, put the sheets in the hall, sweep. Like, I get people shouldn't have to clean up after me but if I am paying you \$230 to CLEAN then why am I having to get up early to do everything? Can someone explain this to me? And what happens if I don't do it?

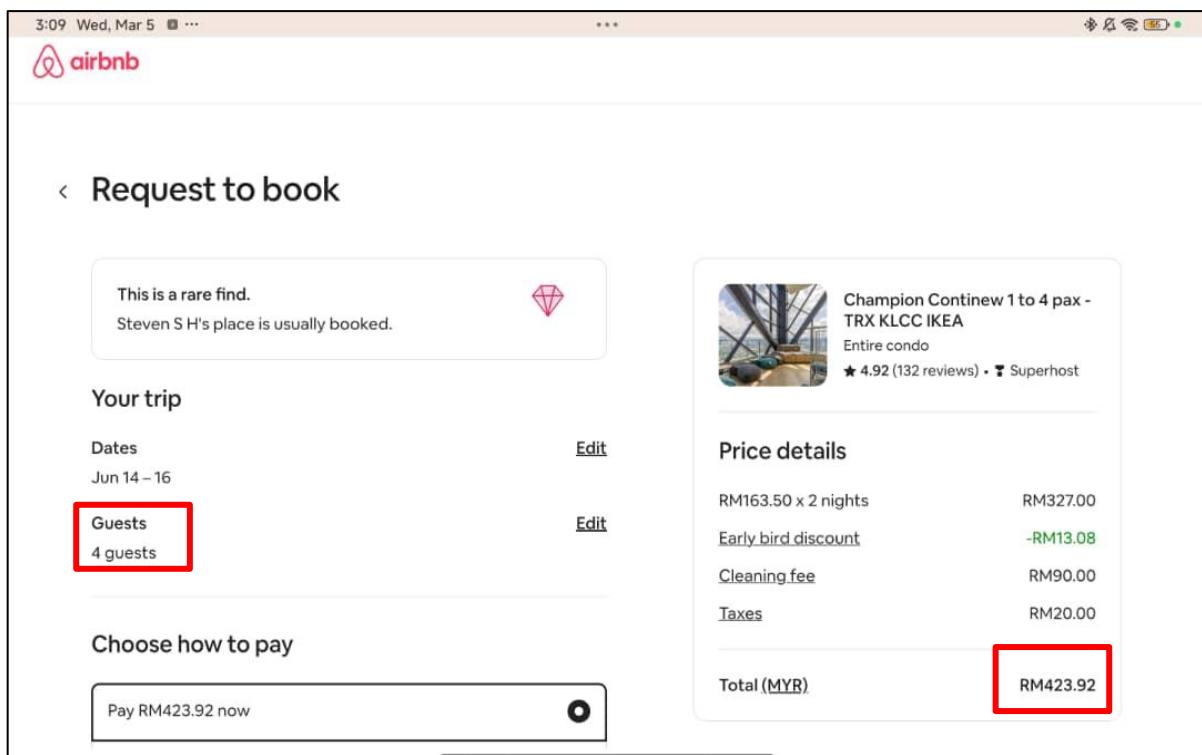
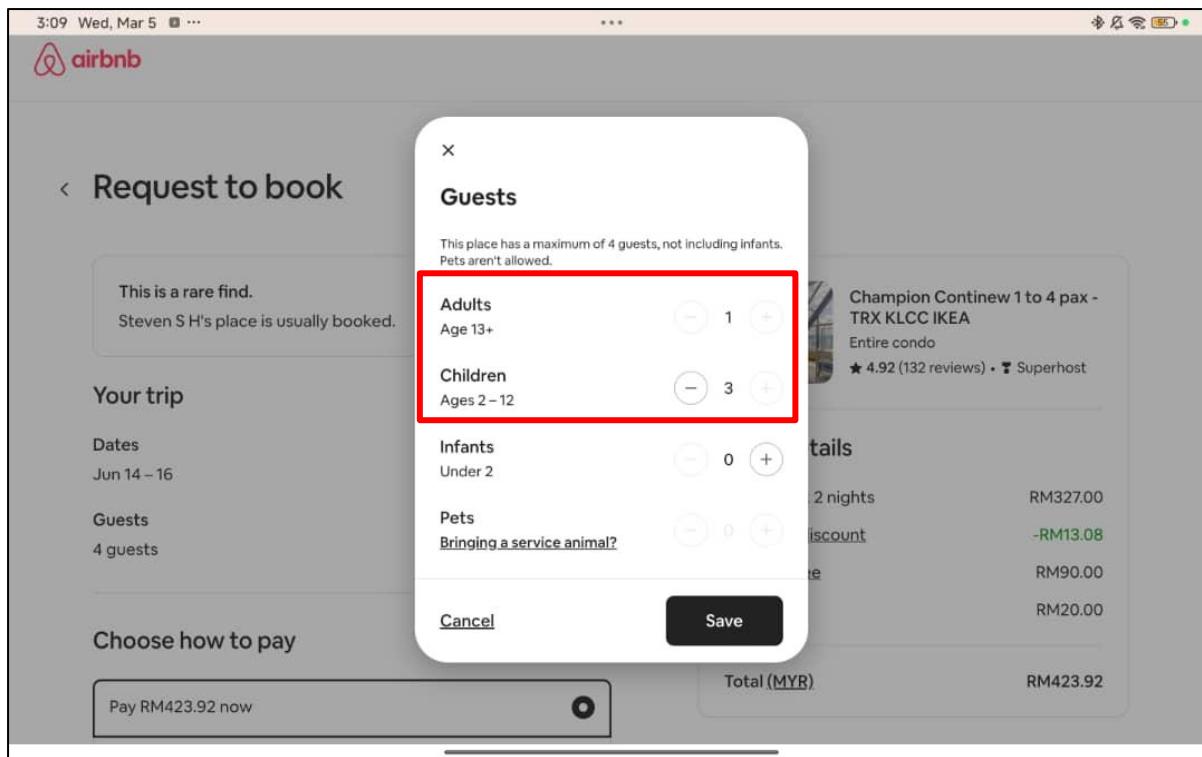
117 comments share save hide report

(MakeYouSayWTFak, 2024)

3. Lack of Pricing Clarity for Children and Infants on Airbnb

When users add children or infants as guests during the booking process on Airbnb, the system does not charge additional fees for these guests because they are not counted as full guests in the pricing calculation. However, the system fails to provide clear feedback or clarification to users about this policy. As a result, users may assume that adding children or infants will increase the total cost, especially since the guest count increases on the booking page. The lack of transparency or explanation about why no additional fee is applied creates confusion and leaves users uncertain about how the pricing is calculated.





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Impact: This issue violates the Feedback Principle in User Experience (UX) design, as users receive no clarification on why children and infants are not factored into the final price. The lack of transparency can cause confusion, leading users to question whether their selections were properly applied. It may also result in unexpected capacity issues upon arrival if hosts enforce guest limits differently. Additionally, users may feel misled or assume hidden charges exist elsewhere, ultimately reducing trust in the platform. Clearer messaging during the booking process would enhance transparency and improve the overall user experience.

< [Support with your bookings](#) Options ▾

Do you count kids towards your guest total?

Answered! ...
07-10-2020 03:15 PM

We have had a few reservation inquiries over the last week where the would-be guest says they have an infant. We don't take infants due to some very steep stairs in our very old cottage. After some back and forth explaining this, the infant turns into a 3 or 4-year-old, yet the guest did not indicate that in the inquiry.

We have a nightly charge for anyone above 2 guests and suddenly its "oh, I didn't realize kids counted and there was a charge...." (Methinks this is a tad disingenuous as ages are clearly listed and charges pop up with the added guest of that age.) Some of these requests have multiple pets and kids and while we don't charge a pet fee, these sorts of groups can be messy and require additional turnover time/lots of laundry.

Are other hosts not counting children? If you have a charge over additional guests of a certain number, do you collect that for kids? While we are happy to host families, we definitely need to charge appropriately.

(Laura2592, 2020)

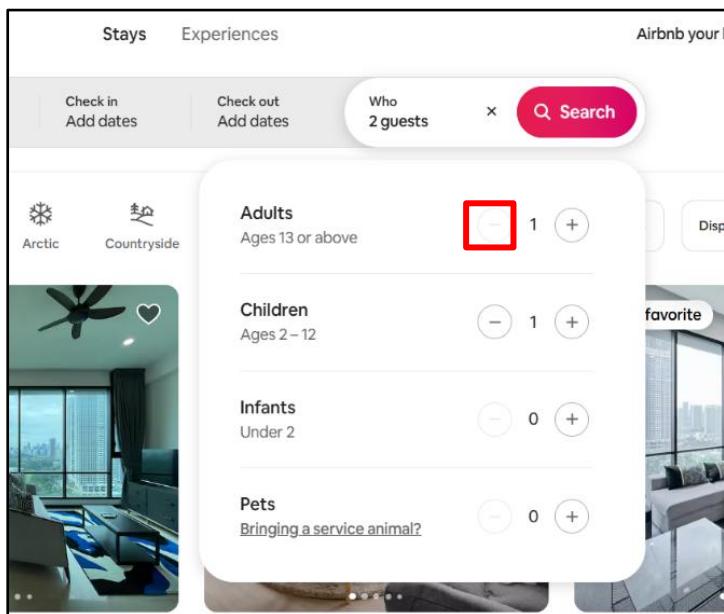


Laura2592

Level 10
Frederick, MD

4. Unable to Reduce Adult Count

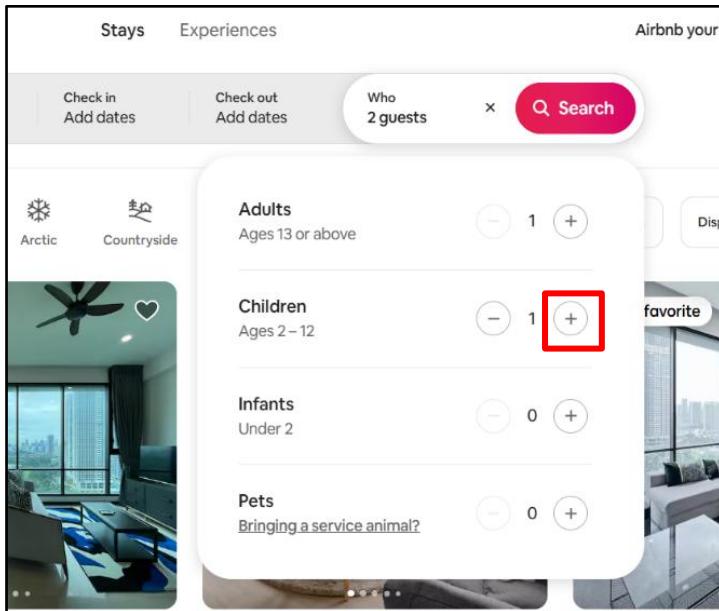
When users attempt to reduce the adult count in their booking but find that they are unable to do so, the system provides no message or explanation as to why this action is restricted. This lack of feedback creates confusion, as users are left wondering whether the issue is due to a system error, a booking policy, or another unspoken rule. The feedback principle in user experience design stresses the importance of providing clear and immediate responses to user actions, especially when something unexpected occurs. Without an explanation, travellers may feel frustrated and uncertain about how to proceed, leading to a disrupted booking experience.



Impact: The inability to decrease the adult count without any explanation leads to a frustrating user experience. Travellers may waste time trying to troubleshoot the issue, refreshing the page or re-entering their details in an attempt to fix what they perceive as a system error. This lack of feedback can cause confusion, making users uncertain about whether the restriction is due to booking policies, or a technical glitch. As a result, they may become discouraged from proceeding with their booking or seek alternative platforms with clearer, more transparent booking processes.

5. Automatic Addition of Adult Count Without Explanation

When users select children in their booking, the system automatically adds one adult without providing any notification or explanation. This unexpected adjustment can lead to confusion, as users may not understand why the system is making this change or whether it is based on a specific policy, such as a requirement for adult supervision. The feedback principle in user experience design emphasizes that users should always be informed about any system-driven modifications to their inputs, ensuring they understand what is happening and why. Without clear communication, travellers might assume that the system is malfunctioning or that they have made an error, leading to unnecessary frustration.



Impact: Automatically adding an adult when selecting children without notifying users can cause unnecessary confusion and disrupt the booking process. Travellers may not immediately recognize the change, potentially leading to incorrect guest details, pricing discrepancies, or misunderstandings about occupancy policies. Users who do notice the modification may assume it is a system error rather than an intentional rule, causing frustration and potentially leading them to abandon their booking. Clear communication about why this adjustment occurs would improve trust in the platform and reduce unnecessary user frustration.

1.4.1.3 Problems that violated the Error Prevention Principle

1. Delayed Price Visibility

- Users May Accidentally Book on High-Priced Date

Users may unknowingly book on high-priced dates. Since prices are not displayed upfront on the calendar, travellers may assume that all dates within a certain period have similar costs. This assumption can lead to unexpected price increases when they finally view the total cost after selecting a date. For budget-conscious travellers, this lack of transparency can be frustrating, as they may plan for a lower price only to discover later that their chosen dates are significantly more expensive. This issue not only creates confusion but also reduces user trust in the platform, making it difficult for travellers to confidently proceed with their bookings.

- Forces Users to Keep Selecting/Deselecting Dates

Without immediate price visibility on the calendar, users are forced into a repetitive trial-and-error process to compare costs. Instead of quickly scanning different dates to find the best prices, travellers must manually select and deselect options to check the associated costs. This inefficient approach wastes time and creates unnecessary frustration, as users are left guessing which dates might be the most affordable. The lack of an upfront pricing display makes the booking process more complicated than necessary, potentially leading to abandoned bookings. Providing clear price indications within the calendar interface would significantly enhance user experience, allowing travellers to make informed decisions more quickly and efficiently.

2 nights Mar 5, 2025 - Mar 7, 2025												CHECK-IN 3/5/2025 <input type="button" value="X"/> CHECKOUT 3/7/2025 <input type="button" value="X"/>	
< March 2025 >						April 2025							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30			
30	31												
<input type="button" value="Clear dates"/> <input type="button" value="Close"/>													
RM177 RM71 night													
												CHECK-IN 3/5/2025 <input type="button" value="X"/> CHECKOUT 3/7/2025 <input type="button" value="X"/>	
												GUESTS 2 guests <input type="button" value="▼"/>	
<input style="background-color: #ff6347; color: white; padding: 5px; border-radius: 5px; width: 150px; height: 30px;" type="button" value="Reserve"/>													
<i>You won't be charged yet</i>													
												<u>RM71 x 2 nights</u> RM142	
												<u>Cleaning fee</u> RM45	
												Total before taxes RM187	

2 nights Mar 17, 2025 - Mar 19, 2025												CHECK-IN 3/17/2025 <input type="button" value="X"/> CHECKOUT 3/19/2025 <input type="button" value="X"/>	
< March 2025 >						April 2025							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30			
30	31												
<input type="button" value="Clear dates"/> <input type="button" value="Close"/>													
RM177 RM116 night													
												CHECK-IN 3/17/2025 <input type="button" value="X"/> CHECKOUT 3/19/2025 <input type="button" value="X"/>	
												GUESTS 2 guests <input type="button" value="▼"/>	
<input style="background-color: #ff6347; color: white; padding: 5px; border-radius: 5px; width: 150px; height: 30px;" type="button" value="Reserve"/>													
<i>You won't be charged yet</i>													
												<u>RM116 x 2 nights</u> RM232	
												<u>Cleaning fee</u> RM45	
												Total before taxes RM277	

Impact: The delayed visibility of pricing on the calendar creates a frustrating and inefficient booking experience for travellers. Without upfront price information, users may unknowingly select high-priced dates, leading to unexpected costs that disrupt their budgeting and erode trust in the platform. Additionally, the need to manually select and deselect dates to compare prices forces travellers into a time-consuming trial-and-error process, making the booking journey unnecessarily complicated. This lack of transparency can lead to confusion, frustration, and even booking abandonment, as users may seek alternative platforms with clearer pricing displays. Providing immediate price visibility would enhance user confidence and streamline the booking experience.

The screenshot shows a Reddit post from the r/AirBnB subreddit. The post was made by u/ScorpionV 10 years ago. The title is "Listing pricing differs from what is displayed on calendar. Any ideas why?". The post content discusses a user's experience with Airbnb pricing, mentioning a \$63/night listing price but a \$78/night price when selecting dates, and a weekly price of \$438/week. The post has 2 upvotes and 5 comments. A red box highlights the title, and another red box highlights the phrase "listing pricing differs from what is displayed on calendar".

I'm attempting to use Airbnb for the first time during a trip to Europe and I'm not sure if I'm missing something with regards to pricing or what. I found a small loft that is being advertised for \$63/night. When I pull up the calendar and hover over my travel dates in August, it still shows \$63/night. However, when I select my dates (7 days in this case), it ups the price \$78/night. How come? Also, in the "Prices" paragraph in the listing it shows the weekly price as \$438/week, which comes to ~\$63/night. What am I missing? Obviously I'd rather pay the \$63 rate...

Upvote (2) Downvote (0) Comment (5) Share

(ScorpionV, 2015)

The screenshot shows a Reddit post from the r/AirBnB subreddit. The post was made by u/dpidg 10 months ago. The title is "Accidentally booked for wrong dates [USA]". The post content discusses a user who accidentally booked from June 25-28 instead of June 26-29, despite saving the correct dates. The user messages the host and receives a partial refund. A red box highlights the title, and another red box highlights the phrase "exact dates". The post has 7 upvotes and 8 comments. A red box highlights the phrase "exact dates".

Question

I had the dates saved for a trip as June 26-29th, and didn't look before booking and booked for June 25-28. The "exact dates" function must've been de-selected. I messaged them within two minutes. They haven't gotten back to me (this was last night). Refund is only half. It's a Vacasa property. The 29th looks booked now (it wasn't a week ago when I was looking but that must've been what adjusted my dates.) Is it worth contacting Airbnb or are hosts like Vacasa typically good about this? Told them I'd book another one of their properties in the area because they have several in the same neighborhood.

Upvote (7) Downvote (0) Comment (8) Share

(dpidg, 2024)

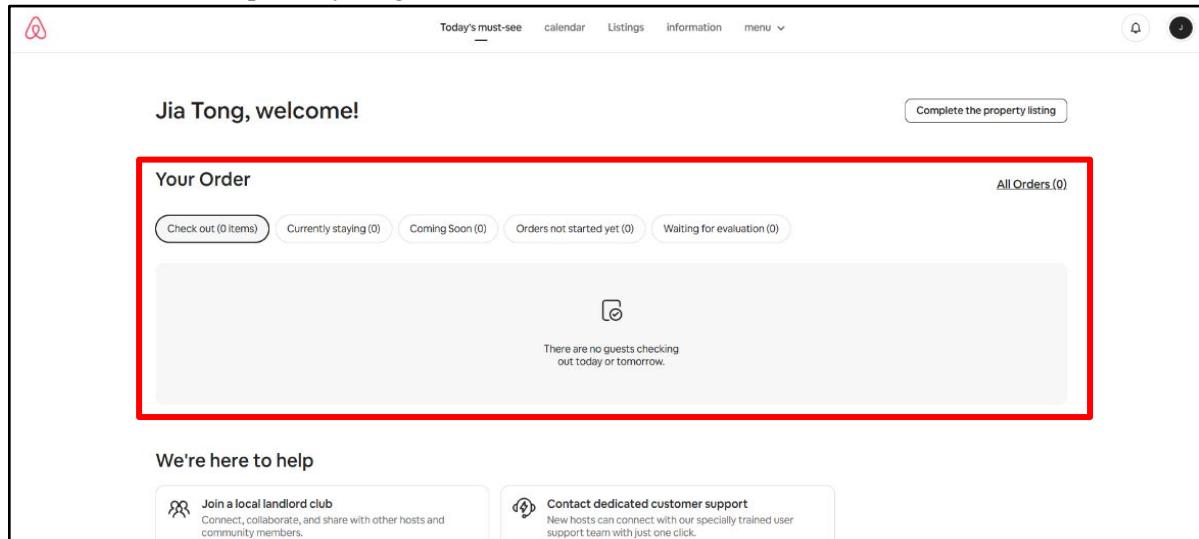
1.4.2 Problems faced by Hosts

1.4.2.1 Problems that violated the Consistency Principle

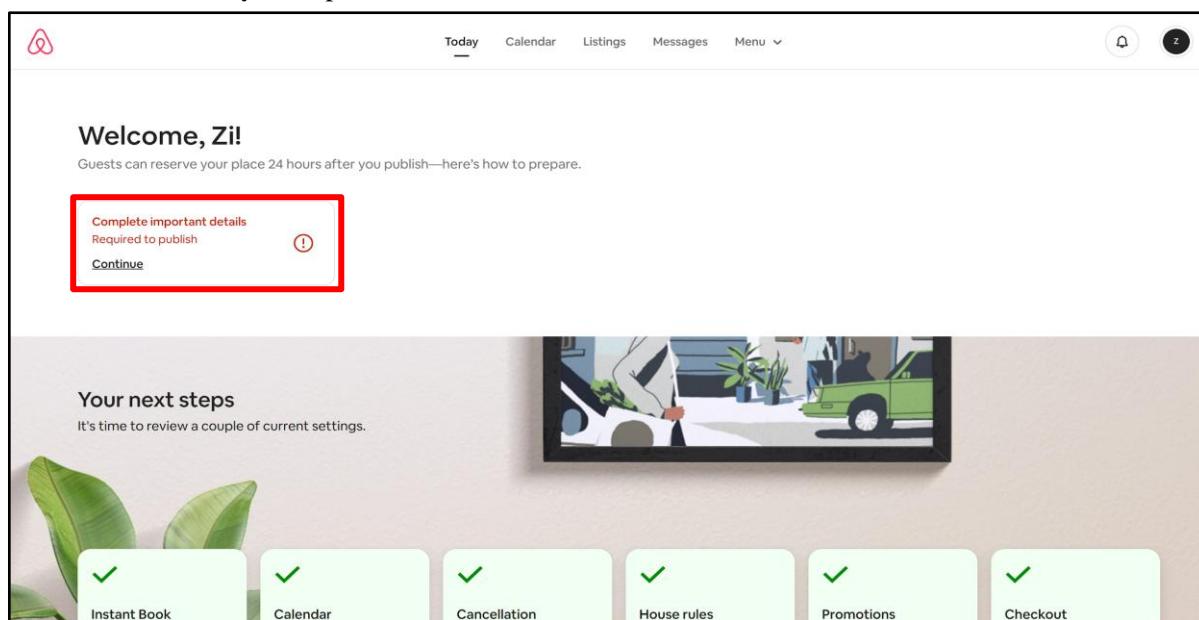
1. Inconsistent Dashboard Layout

The host dashboard behaves differently for hosts who have posted properties compared to those who haven't posted properties. For example, the "Today" menu may show different options or layouts based on the host's activity. This inconsistent interface behavior disrupts the user experience, as hosts expect the platform to work uniformly regardless of their activity level.

- Host that hasn't post anything



- Host that already have posted



Impact: The inconsistent interface disrupts the user experience, making it harder for hosts to navigate and manage their listings efficiently. When dashboard elements change based on a host's activity level, it creates confusion and forces users to spend extra time searching for features they previously accessed. This inconsistency can lead to frustration, inefficiencies in managing bookings, and potential delays in responding to guest inquiries, ultimately affecting a host's ability to provide a smooth experience for travellers.

The screenshot shows a social media post from a user named Willis8. The post contains a bolded, red-bordered message: "The new Airbnb host 'dashboard' page is terrible. Change my mind." Below the message are the timestamp "03-11-2021 03:39 AM" and three vertical dots. The post has 19 likes and a "Reply" button. A section titled "54 Replies" follows, with the first reply from a user named Sarah977. Sarah977's profile picture is a small orange icon, and her name is followed by "Level 10" and "Sayulita, Mexico". Her reply reads: "@Willis8 They just can't stop screwing around with things, can they? Every time they redesign the hosting pages, for no apparent reason, leaving hosts to waste their time trying to figure out where the things they need have now been hidden, it's a step backwards. Meantime there are glitches galore that they simply ignore or seem unable to fix." The timestamp for this reply is "03-11-2021 04:05 AM", and it has 7 likes with a "Reply" button.

< [Ask about your listing](#)

The new Airbnb host "dashboard" page is terrible. Change my mind.

03-11-2021 03:39 AM ...

No, don't try to change my mind, you can't. It really is terrible. What were they thinking?

[Listing set up](#) 19 [Reply](#)

54 Replies

 **Sarah977** Level 10 Sayulita, Mexico ...

@Willis8 They just can't stop screwing around with things, can they? Every time they redesign the hosting pages, for no apparent reason, leaving hosts to waste their time trying to figure out where the things they need have now been hidden, it's a step backwards.

Meantime there are glitches galore that they simply ignore or seem unable to fix.

03-11-2021 04:05 AM 7 [Reply](#)

(Willis8, 2021)

1.4.2.2 Problems that violated the Feedback Principle

1. Unclear Meaning of "1.5" Bathrooms

The term "1.5" bathroom is displayed without any explanation or clarification, leaving hosts unsure of what it refers to. For example, a full bathroom and a half-bathroom with only a toilet and sink. The absence of feedback or clarification creates confusion, as hosts may misrepresent their property, leading to potential misunderstandings with travellers.

What kind of bathrooms are available to guests?

Private and attached 1.5
It's connected to the guest's room and is just for them.

Dedicated 2.5
It's private, but accessed via a shared space, like a hallway.

Shared 1
It's shared with other people.

Impact: The lack of clarification regarding the term "1.5" bathrooms can lead to misinterpretation and misrepresentation of a property. Without a clear definition, hosts may list their property inaccurately, leading to guest dissatisfaction when their expectations are not met. Misunderstandings about bathroom availability can result in complaints, negative reviews, or cancellations, ultimately damaging a host's reputation and reducing future bookings. Providing a clear explanation would help hosts ensure their listings accurately reflect their property's features.

Support with your bookings Options

1.5 bathroom confusion

01-04-2023 11:12 PM

I saw 1.5 bathroom specifications from your article in airbnb community (<https://community.withairbnb.com/t5/Help-with-your-business/How-to-calculate-Bathrooms/td-p/1437848#...>) .I went to my reserved listing from Airbnb and it had only 1 bathroom.it was different than the listing.Can you show me where I can find this information? Is it mentioned anywhere in Airbnb official documents. Please help.
I also had doubt about 2 beds with single door considered two bedrooms.
I am having problem to get refund in this case with difference in description and real residence.

Travel

1 Reply

Ramu15

Level 2

(Ramu15, 2023)

1.4.2.3 Problems that violated the Error Prevention Principle

1. Failure to Verify Photo Integrity

The system allows hosts to upload an identity card photo without verifying its format, which can lead to errors or delays in the listing approval process. The lack of early detection or validation increases the risk of incorrect images being uploaded, causing issues later in the process.

Upload images of your identity card

Make sure your photos aren't blurry and the front of your identity card clearly shows your face.

Re-upload front Re-upload back

← Back Continue

Impact: The absence of automatic format verification for identity photos can lead to submission errors and delays in the listing approval process. Hosts who unknowingly upload an incorrect or invalid image may face repeated rejections, creating frustration and prolonging their ability to start hosting. Additionally, allowing incorrect submissions increases the risk of security concerns, as fraudulent accounts or improper verifications may slip through. Implementing real-time validation for uploaded images would enhance security and streamline the approval process for new hosts.

< Help

AIRBNB cannot verify Photo ID

10-08-2017 10:45 PM

Hi,

I am trying to book an apartment. Host has accepted the booking. However AIRBNB cannot verify my photo ID and therefore is blocking the completion of my booking, although the payment for the same has already been deducted from my credit card.

I have tried two different photo IDs over two different platforms (through mobile app and website accessed by laptop). However, AIRBNB failed to match the photos in all instances. No surprise since the IDs were issued 5-8 years before and I am now at my wits end to see how can I appear the same as I used to look 5-8 years back. Not to mention the limitation of facial recognition technology itself.

Can anyone guide me how to sort this out? I cannot find any way to reach out to AIRBNB via email or chat or phoneline. Neither is there a window to raise a ticket for support. Atleast not that I have been able to find. Appreciate comments from veterans and anyone from AIRBNB if they are reading this.

Thanks in advance.

Best regards,
Sanat

(Sanat1, 2017)

< Help with your business

Cannot get ID verified by AirB&B

03-04-2023 06:23 PM

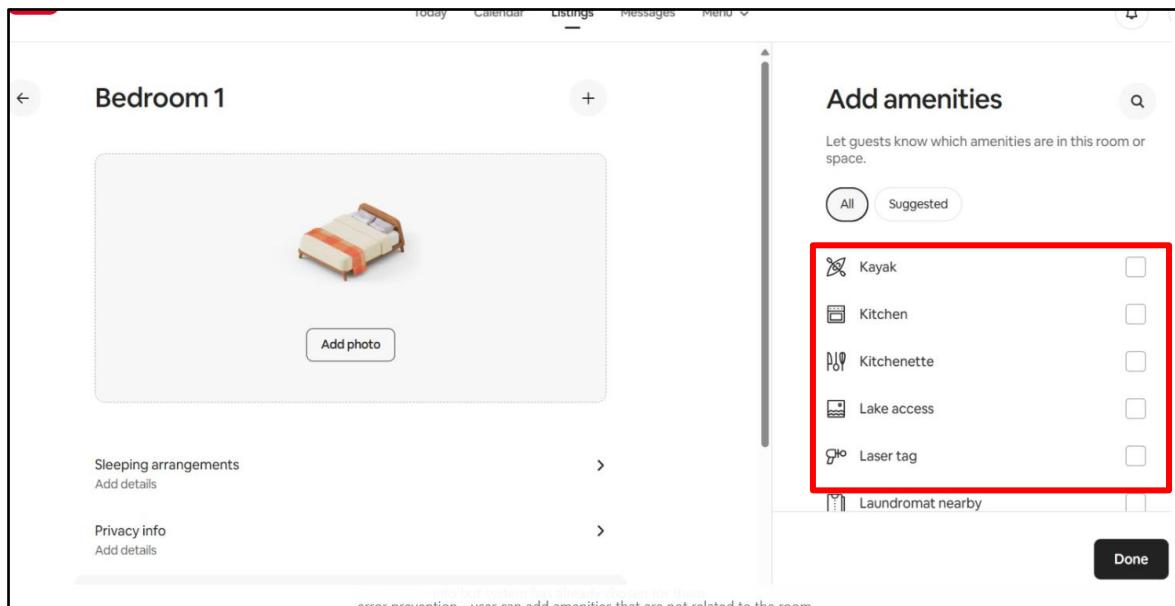
After 4 attempts with different ID cards and sharp photo's and lighting, all in line with suggestions, it is not possible for me to get my ID verified although I traveled with AirB&B already for 8 years or more. It is a pity, but I am forced to go to another booking platforms. On booking.com I have no problems.

F-6
Level 1

Marketing 0 Reply

2. Allowing Irrelevant Amenities

The system permits hosts to add amenities that are not relevant to their property type such as adding "kayak" as an option for a bedroom, leading to misleading or inaccurate listings. Without clear guidance or restrictions, hosts may unintentionally make mistakes, resulting in listings that do not accurately represent the property.



Impact: Permitting hosts to add amenities that are not relevant to their property type can lead to misleading listings and unmet guest expectations. For example, allowing "kayak" as an amenity for a bedroom could create false assumptions about available activities, leading to confusion or dissatisfaction upon arrival. When guests feel misled by a listing, they may leave negative reviews, request refunds, or even cancel their bookings. This lack of proper categorization can affect the credibility of Airbnb listings and reduce overall customer satisfaction.

The screenshot shows a Reddit post from the subreddit r/AirBnB. The post was made 2 years ago by user illmindedjunkie. The title is 'Host misrepresented amenities [USA]' (with the word 'misrepresented' highlighted by a red box). The post is categorized under 'Venting'. The user writes: 'Sorry for long post. Just ranting on here.' They describe booking a house for a family gathering and finding a listing that advertised bedding for 10 people, a large pool, a "full chef's dream kitchen" and a propane-powered grill. Upon arrival, they found only four bedrooms, one of which was too small for multiple people, and no grill. The post ends with 'We also learned that there was no grill. We had planned multiple meals for grilling and had purchased all the food'.

(illmindedjunkie, 2023)

1.4.2.4 Problems that violated the Simplicity Principle

1. Unnecessary Download of the App

The system forces the host to download the app as a solution to an issue which is identity verification instead of providing a simple, straightforward fix like retrying or troubleshooting. Requiring an app download complicates the process and prevents hosts from resolving issues quickly, making the experience unnecessarily complex.

The screenshot shows a white screen with a large black header box containing the text "We're having trouble finding your camera". Below this, a message says "If your device has a camera, you could try opening a different browser such as Firefox or Chrome, or try using the mobile app." At the bottom left is a "Back" button, and at the bottom right is a red-bordered "Use the app" button.

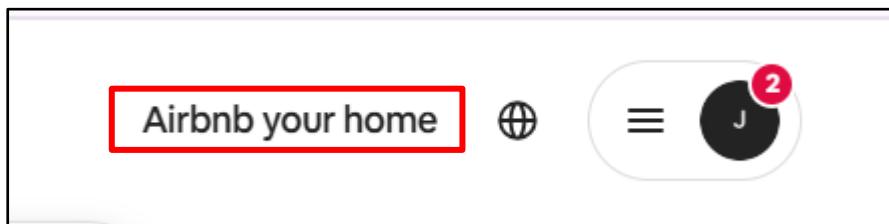
Impact: Requiring hosts to download the app to resolve verification issues instead of offering a simple retry or troubleshooting solution adds unnecessary complexity to the process. This extra step can be inconvenient, especially for hosts who prefer using a desktop or do not want to install additional applications. It may discourage some users from completing their verification, ultimately reducing the number of active listings on the platform. Providing alternative verification methods within the web interface would create a more seamless experience and encourage more hosts to complete the onboarding process.

The screenshot shows a support ticket on the Airbnb website. The subject is "Stuck in Verify Photo ID". The message reads: "So this is my first time using Airbnb, when I press the Request to book button, Airbnb asked me to verify my ID (using passport, visa, ec.) The problem is the system keep insisting that my government ID photo and the photo (selfie) I just took myself doesn't match." A user named HoaiAnh0 replies: "Customer Support didn't help much but tell me to try links to links but the result doesn't change. I've tried with my passport photo is both scanned or taken by phone, my selfie is well lit. I'm a foreigner living abroad and, I just want to book a room and I don't want my first time experience here become something full of hatred. Would appreciate any suggestion!" The user also says "Thanks in advanced." To the right, there is a profile picture of a person sitting on a brick walkway with a dog.

(HoaiAnh0, 2017)

2. Lack of Clear Onboarding for New Hosts

First-time hosts may find it difficult to locate the hosting section on Airbnb, as the platform's interface is primarily designed with guests in mind. The navigation and layout emphasize booking accommodations rather than providing a clear, intuitive path for new hosts to start listing their property. The interface of Airbnb automatically writes 'Airbnb your home' which may create confusion for first time users as they are not sure where to click in order to properly navigate the webpage.



Impact: This lack of visibility can cause confusion and hesitation among new users who are unfamiliar with the platform. They may struggle to find the necessary tools and resources, leading to delays in setting up their listings. As a result, potential hosts might feel discouraged or overwhelmed, reducing Airbnb's ability to attract new listings. If the onboarding process is not streamlined, some users may even abandon the idea of hosting altogether, leading to a missed opportunity for both the hosts and Airbnb in expanding available accommodations.

The screenshot shows a community post on Airbnb. The title of the post is "Switching back to Hosting", which is highlighted with a red box. Below the title, the date and time are listed as "26-02-2024 02:18 AM". The post content asks, "How do I switch back to hosting from travelling". There are two like buttons and a reply button. To the right of the post is a profile picture of a person wearing a hat, with the name "Judith426" and "Level 2 Catherine Hill Bay, Australia". The post has received 2 likes. At the bottom left, there is a link to "3 Replies".

(Judith426, 2024)

2.0 Persona

2.1 Demographics Family

Name	Linda
Age	40
Location	88 Victoria Road Central, Hong Kong Special Administrative Region
Occupation	Marketing professional
Education	Bachelor of Business Administration

Linda, a marketing professional, enjoys travelling with her family for vacations, holidays, and visits. She values safety, space, and convenience when booking accommodations. With her busy schedule, Linda looks for places that offer comfort and ample room for her family, ideally near key attractions or transportation for easy access during their trips. While Linda is comfortable using websites and apps for bookings, she prefers a streamlined process with clear, concise details and minimal back-and-forth navigation.

Her primary goals are to find spacious, family-friendly accommodations with plenty of beds and child-friendly amenities. She appreciates properties with kitchens for easy meal preparation, laundry facilities for convenience, or outdoor spaces where the family can relax and play together. Additionally, Linda prioritizes safety and prefers neighbourhoods close to parks, attractions, and public transportation, ensuring her family can explore without hassle. Accurate property descriptions are important to her, as she wants to be confident that everything, she needs for a pleasant vacation is provided.

Linda often faces significant frustrations when booking accommodation. One of her main issues is encountering hidden fees, like cleaning and service charges, that aren't visible until the checkout stage. This lack of pricing transparency makes it difficult for her to accurately compare the total cost of different properties. Additionally, Linda struggles with the adult count selection, as she can't reduce the adult count during booking, and the system automatically adds one adult when she selects children, with no explanation. She's also confused by the lack of clarity around pricing for children or infants, as the guest count increases without any indication that it doesn't affect the cost. These issues make it harder for Linda to plan her budget and lead to unnecessary frustration during the booking process.

2.2 Demographics Young Adult

Name	Joan
Age	22
Location	No. 15/2, Jalan Sultan Idris Shah, Ipoh 30000 Perak
Occupation	University student
Education	Foundation in Fashion Design

Joan is a young university student who loves traveling for leisure and social experiences. Whether travelling solo or with friends, she seeks affordable, convenient accommodation that also offers opportunities to connect with others. Her trips are all about making the most of her time, balancing budget-friendly options with the chance to enjoy new experiences and meet people along the way. Additionally, she is comfortable with online platforms but prefers a streamlined, intuitive interface with quick access to essential features.

Joan aims to find budget-friendly accommodation near the city center for easy access to attractions and amenities. She chooses places with strong Wi-Fi, as she needs reliable internet for remote work, video calls, and entertainment during her downtime. Joan also prefers booking stays in lively areas that are close to public transportation and local attractions for added convenience. She checks honest reviews to ensure safety, comfort, and reliability before making a reservation. Joan values a smooth, transparent booking process with clear pricing and easily accessible information. If the experience becomes frustrating or confusing, Joan wants to provide feedback to Airbnb to help improve the platform for other users.

However, Joan faces several frustrations when using Airbnb. Unclear or hidden fees often catch her off guard during the payment section, where service and cleaning fees are added without any explanation of what they include. Additionally, the lack of filters to sort reviews by specific criteria like Wi-Fi quality or cleanliness makes it harder for her to quickly find the relevant information she needs. Joan also gets frustrated when the price doesn't update immediately when browsing different booking dates, wasting her time as she has to click through multiple dates to compare prices. Despite her technical proficiency, she prefers an intuitive, streamlined platform that simplifies the booking experience.

2.3 Demographics Businessman Host

Name	James
Age	32
Location	12, Jalan U-Thant, Taman Plaza 55000 Kuala Lumpur Wilayah Persekutuan
Occupation	Businessman
Education	Diploma in Finance

James, a business executive based in Kuala Lumpur, is looking to generate extra income through Airbnb, either as a side business or full-time rental management. With an extra apartment ready for listing, he envisions a smooth and profitable hosting experience. However, as he begins setting up his listing, he quickly encounters unexpected challenges that make the process more complicated than anticipated. James has an intermediate to advanced technical skill level and is comfortable with digital platforms.

James' goals in using Airbnb revolve around ensuring a profitable and hassle-free experience. He aims to maintain a high occupancy rate while securing positive guest reviews, which are crucial for attracting more bookings. Efficiently managing reservations, adjusting pricing strategically, and responding promptly to guest inquiries are also key priorities for him. Additionally, he seeks to minimize cancellations and unexpected problems that could disrupt his business. To remain competitive, James wants to optimize his listing's visibility and pricing, ensuring it stands out in a saturated market. At the same time, he values property upkeep and wants to ensure guests respect house rules to maintain the condition of his apartment.

Despite his enthusiasm, James faces several frustrations while listing his apartment. He struggles with unclear terms, such as "1.5 bathrooms", which lack explanations and may lead to misrepresentation. The identity verification process also proves problematic, as the system allows incorrect image formats, causing delays. Additionally, the amenities selection feature lacks restrictions, allowing him to add irrelevant options like "kayak", "lake access", "garden" in the bedroom, making the listing inaccurate. The most frustrating issue is being forced to download the Airbnb mobile app for identity verification if uploaded wrong image instead of having a simple retry option on the website. These challenges make the process unnecessarily complex and time-consuming, leaving James frustrated with his hosting journey.

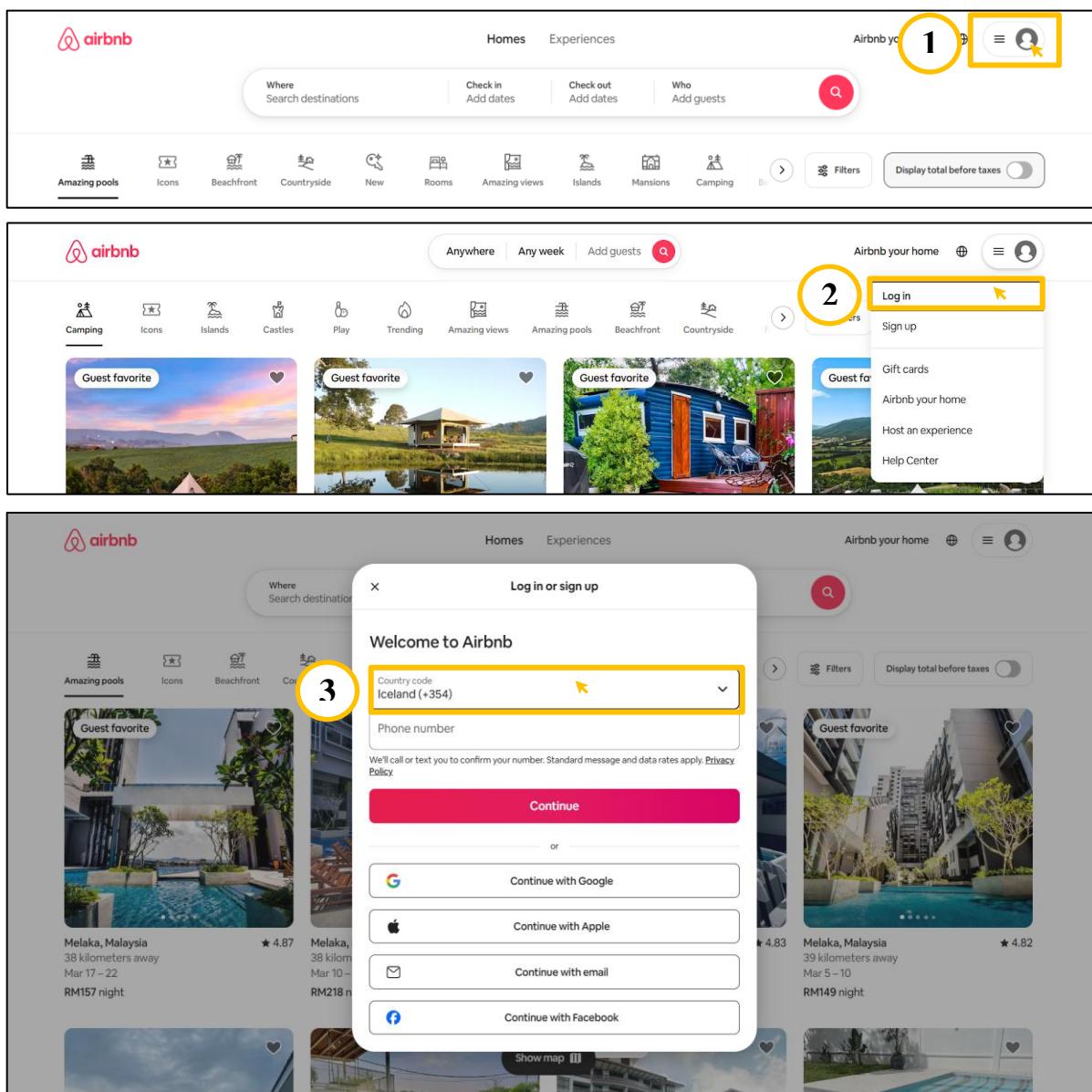
3.0 Analysis of Current Task

3.1 Traveller's Booking Process

3.1.1 In Order to Log in to Airbnb

1. Click the profile picture on the Airbnb website.
2. Select "Log in" from the menu.
3. Select a country from the dropdown list.
4. Search for and choose "Malaysia" to automatically apply the +60 code.
5. Enter a registered Malaysian phone number in the provided field.
6. Click the "Continue" button to proceed.
7. Receive a 6-digit One-Time Password (OTP) via Short Message Service (SMS) from Airbnb.
8. Enter the OTP in the verification field.
9. Once the OTP is verified, the user will be automatically logged into the Airbnb account.

Plan 3.1.1 : Do steps 1 to 9 in ascending order.



4

5

6

7

RMO Your Airbnb verification code is
875446.

下午1:28

The screenshot shows the Airbnb mobile interface. A modal window titled "Confirm your number" is displayed in the center. It contains a text input field with the placeholder "Enter the code we sent over SMS to 173018307:" and a numeric keypad below it. The number "8 7 5 4 4" is entered into the keypad. The entire keypad area is highlighted with a yellow circle and a yellow border.

8

8 7 5 4 4

Confirm your number

Enter the code we sent over SMS to 173018307:

More options Continue

Hamilton, New Zealand
Stay with Akash - It sys admin
5 nights · Mar 8–13
RM1,137 total before taxes

Saint-Mandé, France
Stay with Stephane - Teacher
5 nights · Oct 17–22
RM1,620 total before taxes

Florence, Italy
Stay with Elina - Entrepreneur
5 nights · Apr 13–18
RM2,662 total before taxes

Berlin, Germany
Stay with Sophia - Artist
5 nights · Mar 17–22
RM1,674 total before taxes

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English (US) RM MYR Support & resources ⓘ

The screenshot shows the Airbnb mobile interface with a focus on the navigation bar. The "Play" category is highlighted with a yellow circle and a yellow border. The navigation bar also includes "Icons", "Castles", "Design", "Luxe", "Top of the world", "Amazing pools", "Amazing views", "Beachfront", and "Countryside".

9

Play Icons Castles Design Luxe Top of the world Amazing pools Amazing views Beachfront Countryside

Where Search destinations Check in Add dates Check out Add dates Who Add guests

Show map ⓘ

Guest favorite Guest favorite Guest favorite Guest favorite Guest favorite Guest favorite

West Des Moines, Iowa, US ★ 5.0 VIKERSUND, Norway ★ 4.97 Bloomington, Illinois, US ★ 4.99 Gaira, Colombia ★ 4.87

14,891 kilometers away Mar 30 – Apr 4 RM2,614 night

Outdoor playspace Apr 5 – 10 RMB78 night

15,144 kilometers away Mar 9 – 14 RM1,321 night

Arcade Apr 18 – 23 RM295 night

Guest favorite Guest favorite Guest favorite Guest favorite

3.1.2 In Order to Search for Accommodation

1. Click the Search Bar.
2. Enter Destination.
 - 2.1 Type the name of the city, town, or specific location.
 - 2.2 Click on Airbnb's automated location suggestions.
3. Select Travel Dates.
 - 3.1 Choose check-in and check-out dates.
 - 3.1.1 Click the "Check-in" date field to open the calendar.
 - 3.1.2 Select a check-in date.
 - 3.1.3 Select a check-out date.
 - 3.2 Navigate between months.
 - 3.2.1 Click the "Months" option to view other months.
 - 3.2.2 Use the left and right arrow buttons to move forward or backward.
 - 3.3 Use the flexible dates option.
 - 3.3.1 Click the "Flexible" option.
 - 3.3.2 Choose a flexible date option such as a weekend stay from Friday to Sunday, a week-long stay for seven days, or a month-long stay for thirty or more days.
 - 3.3.3 Select an available month for the stay.
4. Enter Number of Guests.
 - 4.1 Click the guest field to open the selection menu.
 - 4.2 Add the number of adult guests.

Pain Point : Unable to Reduce Adult Count When Adding Children

- Issue:
 - When users attempt to decrease the number of adults after adding children to their booking, Airbnb does not allow this action.
 - The system does not provide any form of feedback, message, or explanation as to why this restriction is in place.
- Impact:
 - Users expect to have full control over the guest selection process and may become confused when they are unable to adjust the adult count.
 - The lack of explanation leaves users uncertain about whether the restriction is due to a system limitation, a specific booking policy, or an error.
 - Without any feedback from the system, users may feel frustrated and unsure about how to proceed, leading to a disrupted and less intuitive booking experience.

This issue relates to Section 1.4.1.2 Problems that Violated the Feedback Principle, Problem 4, as the system fails to provide feedback when users cannot reduce the adult count after adding children. The lack of explanation causes confusion, violating the Feedback Principle.

4.3 Add the number of child guests if applicable.

Pain Point : Automatic Addition of Adult Count Without Explanation

- Issue:
 - When users select children in their booking, the system automatically adds one adult without providing any notification or explanation.
- Impact:
 - Users may not realize why an extra adult is appearing in the selection.
 - The lack of transparency makes users question whether this is a technical issue or a policy requirement, causing confusion.
 - A well-designed system should inform users of automatic changes to prevent misunderstandings and ensure clarity.

This issue relates to Section 1.4.1.2 Problems that Violated the Feedback Principle, Problem 5, as the system makes automatic adjustments without notifying users, leading to confusion and a lack of transparency.

4.4 Add the number of infant guests if applicable.

Pain Point: Lack of Pricing Clarity for Children and Infants on Airbnb

- Issue:
 - When users add children or infants as guests during the booking process, the system does not charge additional fees for them because they are not counted as full guests in the pricing calculation.
 - However, the system fails to provide clear feedback or clarification to users about this policy.
- Impact:
 - Users may assume that adding children or infants will increase the total cost, especially since the guest count increases on the booking page.
 - The lack of transparency or explanation about why no additional fee is applied creates confusion and leaves users uncertain about how the pricing is calculated.

This issue relates to Section 1.4.1.2 Problems that Violated the Feedback Principle, Problem 3 as the system does not provide necessary feedback regarding pricing calculations.

4.5 Add the number of pets if applicable.

AACS2303 INTRODUCTION TO INTERFACE DESIGN

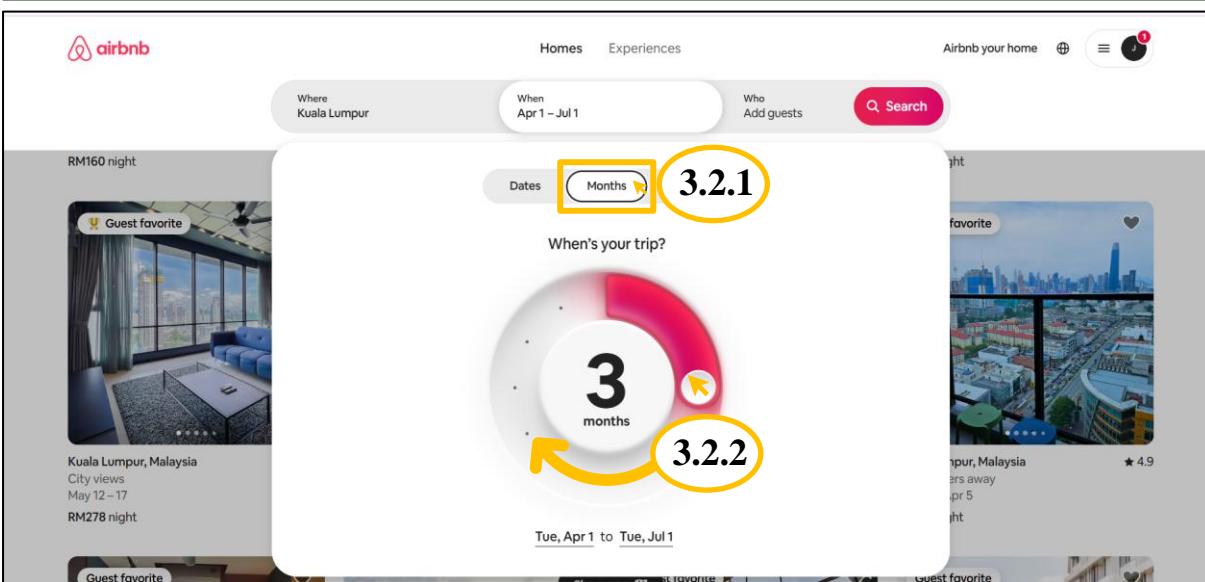
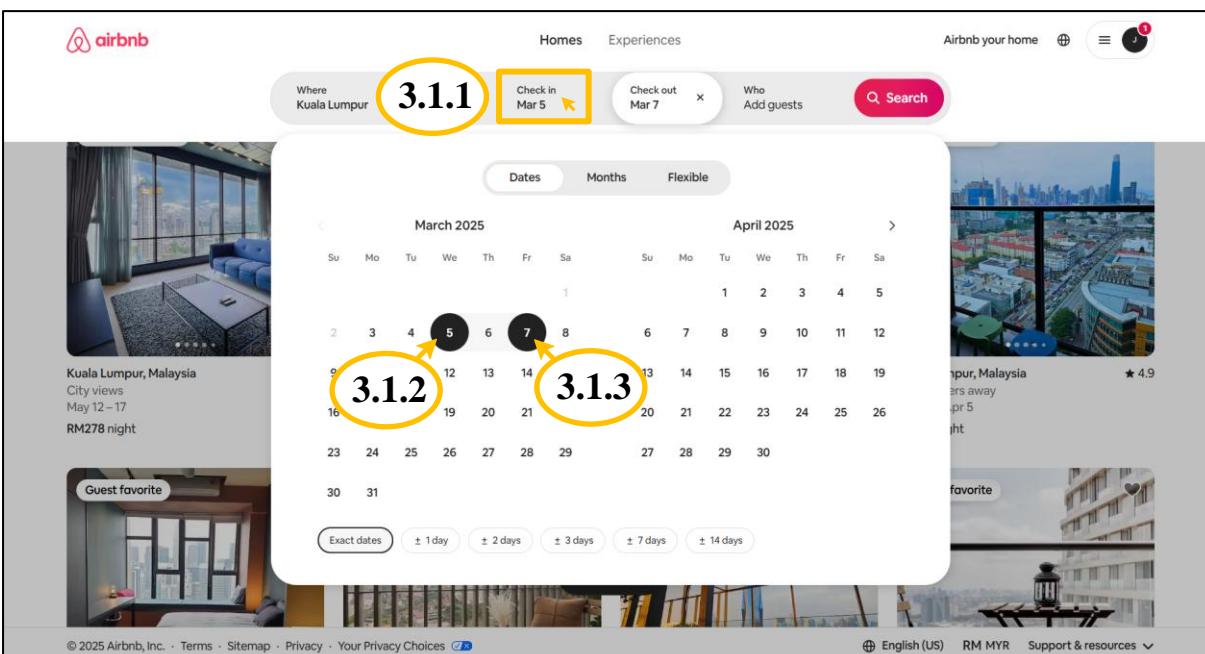
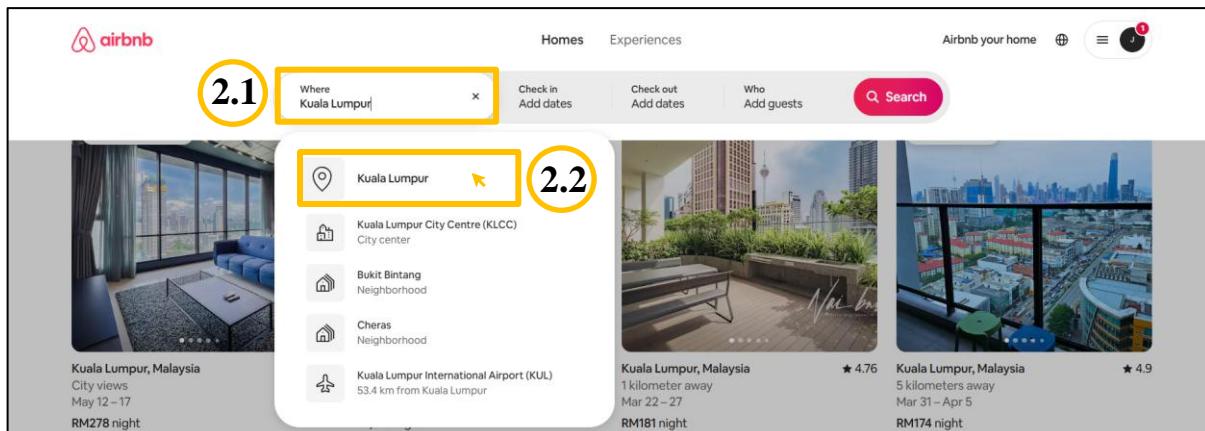
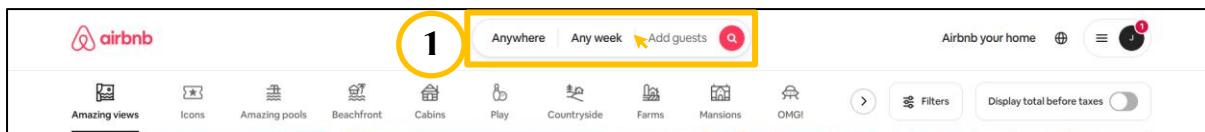
5. Click the search icon
6. Browse listings
 - 6.1 View thumbnail images of accommodations.
 - 6.2 Read a brief description of the property.
 - 6.3 Check pricing information per night and the total estimated cost.
 - 6.4 Review the average guest ratings.

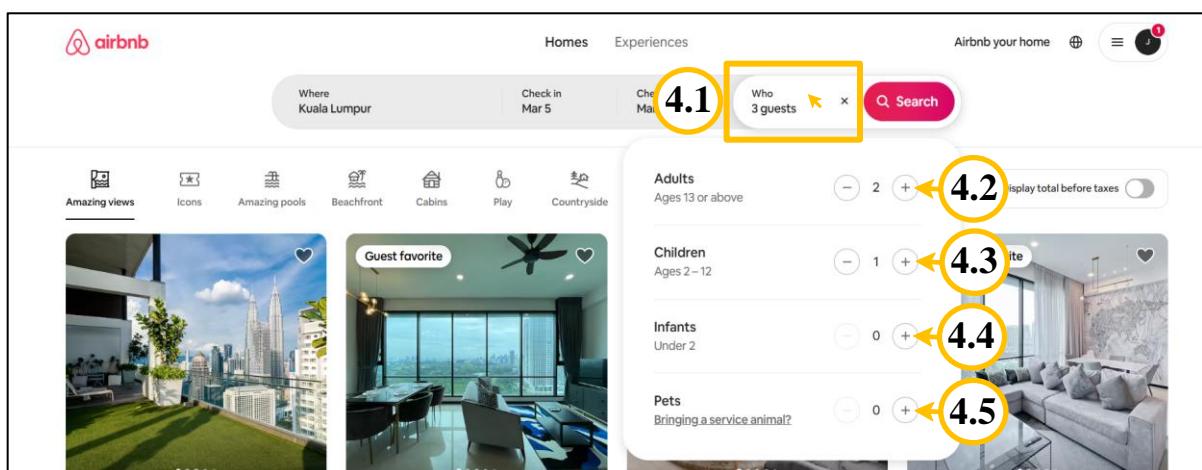
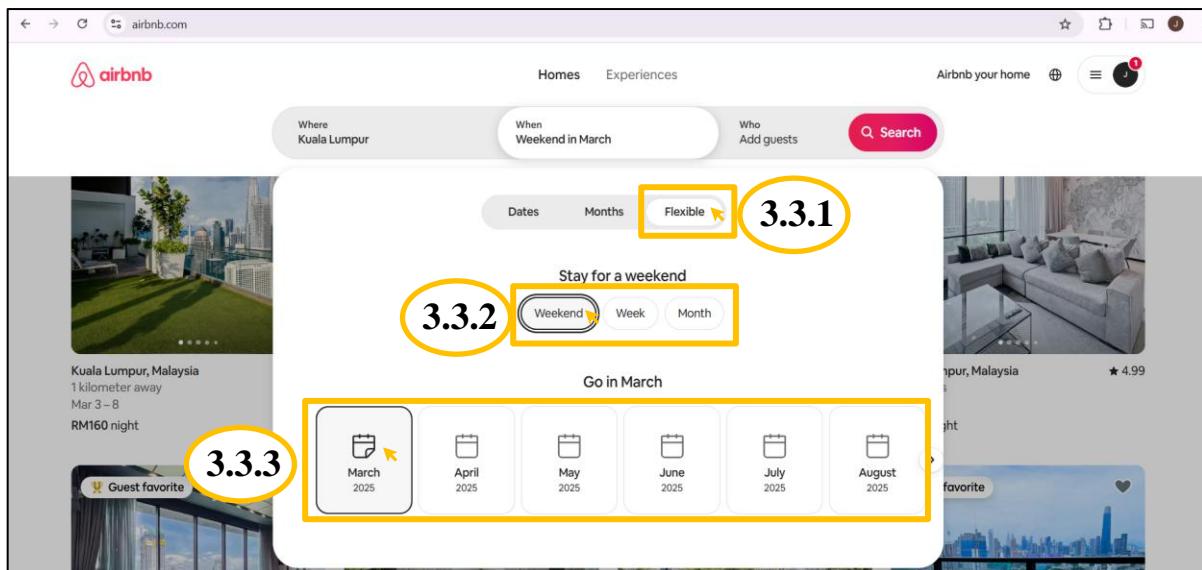
Pain Point: Inconsistent Display of Customer Reviews

- Issue:
 - Some customer reviews are visible on the listing page, while others are missing without any clear reasoning.
 - Users must manually open each listing to check for more reviews, which adds extra effort.
- Impact:
 - Users cannot rely on Airbnb's review system due to the unpredictable display of reviews.
 - The lack of transparency raises suspicion about whether certain reviews, especially negative ones, are being hidden.
 - Instead of quickly scanning feedback, users must navigate multiple listings, making the experience inefficient and frustrating.

This issue relates to Section 1.4.1.1 Problems that Violated the Consistency Principle, Problem 1, as the inconsistent display of customer reviews disrupts user trust and predictability. The lack of a clear pattern in which reviews are shown or hidden makes the system feel unreliable, violating the Consistency Principle.

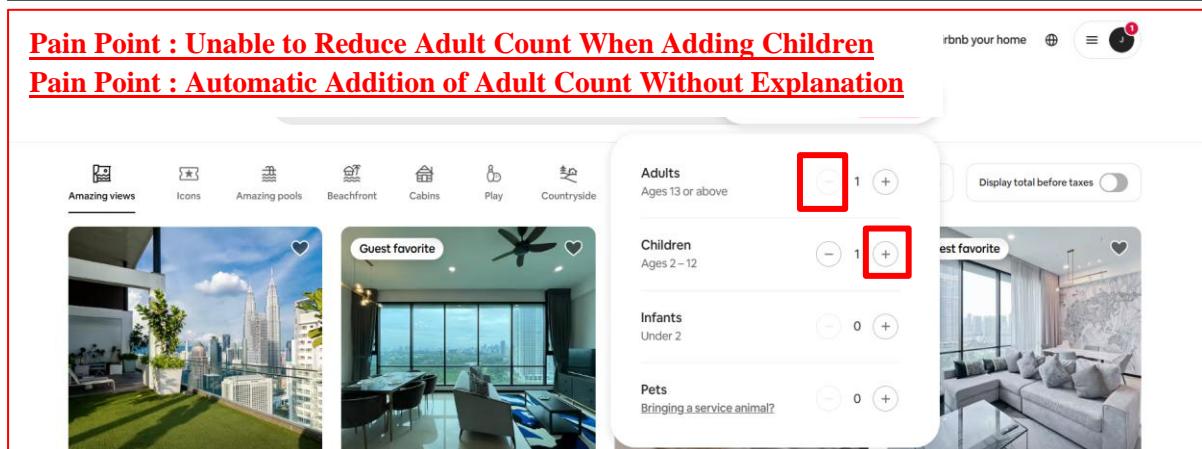
- Plan 3.1.2 : Follow steps 1 to 6 in ascending order.*
- Plan 3 : Proceed to 3.1, 3.2, or 3.3 based on the preferred method of selecting dates.*
- Plan 4 : Follow 4.1 to 4.2 in ascending order. Proceed to 4.3, 4.4, or 4.5 only if adding children, infants, or pets.*
- Plan 6 : Complete 6.1, 6.2, 6.3, and 6.4 in any order.*





Pain Point : Unable to Reduce Adult Count When Adding Children

Pain Point : Automatic Addition of Adult Count Without Explanation



Pain Point: Lack of Pricing Clarity for Children and Infants on Airbnb

This is a rare find.
Steven S H's place is usually booked.

Your trip

Dates Jun 14 – 16 [Edit](#)

Guests 1 guest [Edit](#)

Choose how to pay

Pay RM423.92 now

Price details

RM163.50 x 2 nights	RM327.00
<u>Early bird discount</u>	-RM13.08
Cleaning fee	RM90.00
Taxes	RM20.00
Total (MYR)	RM423.92

This is a rare find.
Steven S H's place is usually booked.

Your trip

Dates Jun 14 – 16 [Edit](#)

Guests 4 guests [Edit](#)

Choose how to pay

Price details

RM163.50 x 2 nights	RM327.00
<u>Early bird discount</u>	-RM13.08
Cleaning fee	RM90.00
Taxes	RM20.00
Total (MYR)	RM423.92

airbnb

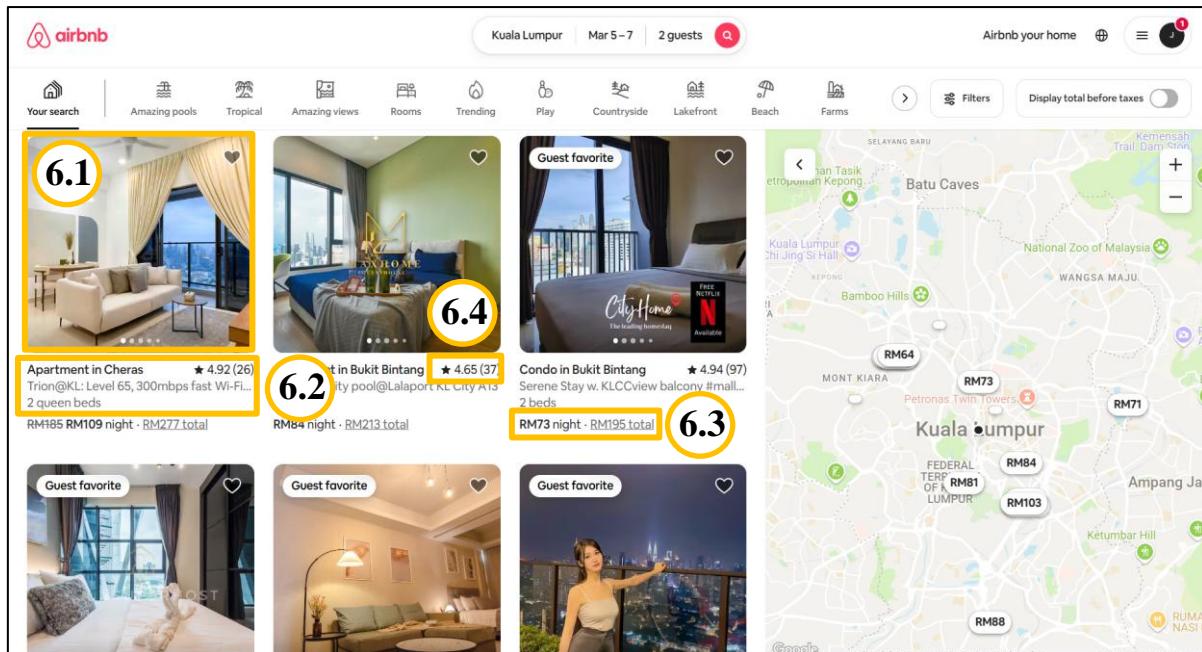
Homes Experiences Airbnb your home [☰](#) [Profile](#)

Where Kuala Lumpur Check in Mar 5 Check out Mar 7 Who 3 guests [X](#) [Search](#) 5

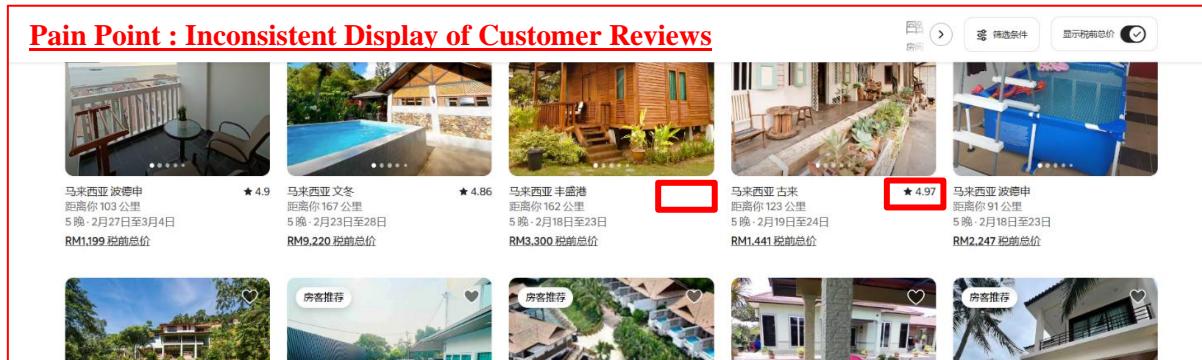
Amazing views Icons Amazing pools Beachfront Cabins Play Countryside

Adults Ages 13 or above 2 Children Ages 2–12 1

Display total before taxes



Pain Point : Inconsistent Display of Customer Reviews



3.1.3 In Order to Reserve an Accommodation

1. Click on a preferred accommodation to view details.
2. Modify Dates and Check Pricing
 - 2.1 Click on the check-in and check-out date field
 - 2.2 Select check in date
 - 2.3 Select check out date
 - 2.4 Click close
 - 2.5 Check the pricing

Pain Point 1: Delayed Price Visibility

- Issue:
 - Airbnb does not display price variations directly on the calendar, increasing the risk of users unintentionally selecting expensive dates without realizing it. The lack of an upfront pricing indication makes it difficult to prevent mistakes before the user finalizes their booking.
- Impact:
 - Users may accidentally book high-priced dates, assuming all dates have uniform pricing.
 - The absence of clear pricing increases the likelihood of travellers, exceeding their intended budget.
 - Since there are no proactive warnings about price differences, users may proceed with bookings that do not align with their expectations.
 - The additional effort required to check prices manually may lead to frustration and, in some cases, abandoned bookings.

It also relates to Section 1.4.1.3 Problems that Violated the Error Prevention Principle, Problem 1, as the absence of upfront pricing increases the risk of users unintentionally booking high-priced dates, leading to unexpected costs.

Pain Point 2: No Immediate Price Feedback When Browsing Booking Dates

- Issue:
 - When users browse available dates on the Airbnb calendar, they do not receive immediate feedback on price differences. Instead, they must manually select check-in and check-out dates before seeing the total cost. This lack of real-time feedback makes it harder for users to plan and compare prices efficiently.
- Impact:
 - Users cannot instantly determine which dates are more affordable, leading to confusion.
 - Without upfront feedback, users may assume all dates within a certain period have similar prices, leading to unexpected costs when finalizing their selection.
 - The absence of automatic price updates forces users into a repetitive process of selecting and deselecting dates to find a suitable option.
 - Travelers may feel frustrated and uncertain about their choices, leading to lower trust in Airbnb's pricing system.

This issue relates to Section 1.4.1.2 Problems that Violated the Feedback Principle, Problem 1, as the lack of immediate price feedback prevents users from making informed decisions, forcing them into a repetitive selection process.

3. Click the "Reserve" button to proceed with booking.
4. Review Booking Details

4.1 Check total price, including service and cleaning fees.

Pain Point 1: Inconsistent Display of Fees

- Issue:
 - On Airbnb, some bookings include service and cleaning fees, while others do not, with no clear explanation. This inconsistency makes it difficult for users to determine whether these fees are optional, property-specific, or determined by other factors.
 - Since the system does not apply a standard rule for when these charges appear, travellers may be caught off guard by unexpected fees in certain bookings while others remain fee-free.
- Impact:
 - Users may feel confused and frustrated when similar listings have different pricing structures, making total costs unpredictable.
 - Travelers might incorrectly assume that all listings either include or exclude fees based on a previous booking experience, leading to unexpected charges later.
 - The lack of transparency reduces trust in Airbnb's pricing system, as users may see the platform as inconsistent or unfair.

This issue related to [Section 1.4.1.1 Problems that Violated the Consistency Principle, Problem 2](#), as the inconsistent display of fees increases the risk of users encountering unexpected charges, potentially leading to abandoned bookings and reduced confidence in the platform.

Pain Point 2: Unclear Explanation of Airbnb Service Fees

- Issue:
 - Airbnb does not provide a clear breakdown of how its service fee is calculated. The platform does not specify whether the fee depends on booking duration, property type, or total price, making it difficult for travellers to understand why they are being charged a certain amount.
- Impact:
 - Users may feel misled or frustrated when a service fee appears without any explanation of how it was determined.
 - The lack of transparency makes it hard for travellers to compare Airbnb's pricing with other booking platforms.
 - Some users might abandon their booking if they perceive the service fee as excessive or unjustified.

This issue related to [Section 1.4.1.2 Problems that Violated the Feedback Principle, Problem 2](#), as the unclear breakdown of Airbnb's service and cleaning fees prevents users from fully understanding the total cost before reaching the final payment page.

4.2 Ensure details match the selected dates and number of guests.

4.3 Click "Learn More" to review cancellation policies.

4.4 Click "X" to close the pop-up window.

5. Fill in the Payment Details

5.1 Enter the card number

5.2 Enter the expiration date

5.3 Enter the Card Verification Value (CVV) security code

5.4 Enter the ZIP code

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6. Click “Confirm and Pay”

Plan 3.1.3 : Follow steps 1 to 6 in ascending order.

Plan 2 : You can repeat step 2 to compare pricing.

Plan 4 : Follow 4.1, 4.2, and 4.3 in any order, but 4.4 must be done after 4.3.

Plan 5 : Complete 5.1, 5.2, 5.3, and 5.4 in any order.

1

Over 1,000 places in Kuala Lumpur

Guest favorite

Condo in Segambut ★ 4.76 (139)
KL The Gallery Suite - Self-C/In, MRT,...
2 beds
RM125 RM103 night · RM103 total

Apartment in Bukit Bintang ★ 4.55 (104)
C14A Modern Infinity Pool KLCC View...
1 queen bed
RM140 RM83 night · RM102 total

Apartment in Bukit Bintang ★ 4.71 (80)
[Million Dollar View] Direct Opposite Tw...
1 king bed
RM229 RM85 night · RM165 total

Kuala Lumpur map showing locations of the listed properties.

2.1

Entire condo in Kuala Lumpur, Malaysia
4 guests · 1 bedroom · 2 beds · 1 bath

Guest favorite One of the most loved homes on Airbnb, according to guests

4.76 139 Reviews

Hosted by Erin 3 years hosting

Self check-in Check yourself in with the lockbox.

Designed for staying cool Beat the heat with the AC and ceiling fan.

RM112 RM90 night

CHECK-IN 3/6/2025 CHECKOUT 3/7/2025

GUESTS 2 guests

Reserve

You won't be charged yet

RM90 x 1 night RM90
Airbnb service fee RM14

Total before taxes RM104

2.2

Entire condo in Kuala Lumpur, Malaysia
4 guests · 1 bedroom · 2 beds · 1 bath

Guest favorite One of the most loved homes on Airbnb, according to guests

Hosted by Erin 3 years hosting

Designed for staying cool Beat the heat with the AC and ceiling fan.

Self check-in Check yourself in with the lockbox.

Outdoor entertainment The pool, alfresco dining, and bbq area are great for summer time!

RM105 night

4 nights Mar 11, 2025 - Mar 15, 2025

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1							1	2	3	4	5		
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30			
30	31												

Clear dates Close

Some info has been automatically translated. Show original

Your dates are RM13 less than the avg.

2.3

2.4

Entire condo in Kuala Lumpur, Malaysia
4 guests · 1 bedroom · 2 beds · 1 bath

Guest favorite One of the most loved homes on Airbnb, according to guests **4.76** **139 Reviews**

Hosted by Erin
3 years hosting

- Designed for staying cool
Beat the heat with the AC and ceiling fan.
- Self check-in
Check yourself in with the lockbox.
- Outdoor entertainment
The pool, alfresco dining, and bbq area are great for summer trips.

RM105 night **2.5**

CHECK-IN 3/11/2025 **CHECKOUT** 3/15/2025
GUESTS 2 guests

Reserve

You won't be charged yet

RM113 x 4 nights	RM450
Long stay discount	-RM32
Airbnb service fee	RM64
Total before taxes	RM482

[Lower price](#)

Pain Point 1: Delayed Price Visibility

Pain Point 2: No Immediate Price Feedback When Browsing Booking Dates

2 nights
Mar 5, 2025 - Mar 7, 2025

CHECK-IN 3/5/2025 **CHECKOUT** 3/7/2025

RM177 RM71 night

CHECK-IN 3/5/2025 **CHECKOUT** 3/7/2025
GUESTS 2 guests

Reserve

You won't be charged yet

RM71 x 2 nights	RM142
Cleaning fee	RM45
Total before taxes	RM187

Different Prices on Different Dates

2 nights
Mar 17, 2025 - Mar 19, 2025

CHECK-IN 3/17/2025 **CHECKOUT** 3/19/2025

RM177 RM116 night

CHECK-IN 3/17/2025 **CHECKOUT** 3/19/2025
GUESTS 2 guests

Reserve

You won't be charged yet

RM116 x 2 nights	RM232
Cleaning fee	RM45
Total before taxes	RM277

No live price updates

4.1 Price details section: A yellow box highlights the breakdown of costs for a 4-night stay at 'KL The Gallery Suite - Self-C/In, MRT, F/Parking'.

	RM450.00
RM112.50 x 4 nights	RM450.00
Long stay discount	-RM31.50
Airbnb service fee	RM63.81
Taxes	RM40.00
Total (MYR)	RM522.31

4.2 Trip details section: A yellow box highlights the trip summary, showing dates (Mar 11–15) and guests (2 guests).

4.3 Cancellation policy section: A yellow box highlights the 'Learn more' link under the non-refundable note. A yellow arrow points from this section down to the detailed cancellation policy page.

4.4 Cancellation policy page: Shows the 'No refund' policy for the specified dates.

Pain Point 1: Inconsistent Display of Fees

 <p>1BR Corner Unit Luxurious Stay Arte Mont Kiara Entire serviced apartment ★ 4.95 (103 reviews) • Superhost</p> <p>Price details</p> <table><tbody><tr><td>RM85.38 x 2 nights</td><td>RM170.75</td></tr><tr><td>Cleaning fee</td><td>RM60.00</td></tr><tr><td>Airbnb service fee</td><td>RM35.19</td></tr><tr><td>Taxes</td><td>RM20.00</td></tr><tr><td>Total (MYR)</td><td>RM285.94</td></tr></tbody></table>	RM85.38 x 2 nights	RM170.75	Cleaning fee	RM60.00	Airbnb service fee	RM35.19	Taxes	RM20.00	Total (MYR)	RM285.94	 <p>Muji Studio Netflix Mountain View Free Parking Entire rental unit ★ 4.93 (40 reviews) • Superhost</p> <p>Price details</p> <table><tbody><tr><td>RM71.00 x 2 nights</td><td>RM142.00</td></tr><tr><td>Cleaning fee</td><td>RM45.00</td></tr><tr><td>Taxes</td><td>RM20.00</td></tr><tr><td>Total (MYR)</td><td>RM207.00</td></tr></tbody></table>	RM71.00 x 2 nights	RM142.00	Cleaning fee	RM45.00	Taxes	RM20.00	Total (MYR)	RM207.00
RM85.38 x 2 nights	RM170.75																		
Cleaning fee	RM60.00																		
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Taxes	RM20.00																		
Total (MYR)	RM285.94																		
RM71.00 x 2 nights	RM142.00																		
Cleaning fee	RM45.00																		
Taxes	RM20.00																		
Total (MYR)	RM207.00																		

Pain Point 2: Unclear Explanation of Airbnb Service Fees

 <p>1BR Corner Unit Luxurious Stay Arte Mont Kiara Entire serviced apartment ★ 4.95 (103 reviews) • Superhost</p> <p>Price details</p> <table><tbody><tr><td>RM85.38 x 2 nights</td><td>RM170.75</td></tr><tr><td>Cleaning fee</td><td>RM60.00</td></tr><tr><td>Airbnb service fee</td><td>RM35.19</td></tr><tr><td>Taxes</td><td>RM20.00</td></tr><tr><td>Total (MYR)</td><td>RM285.94</td></tr></tbody></table>	RM85.38 x 2 nights	RM170.75	Cleaning fee	RM60.00	Airbnb service fee	RM35.19	Taxes	RM20.00	Total (MYR)	RM285.94	<p>✗ This helps us run our platform and offer services like 24/7 support on your trip. This includes VAT.</p>
RM85.38 x 2 nights	RM170.75										
Cleaning fee	RM60.00										
Airbnb service fee	RM35.19										
Taxes	RM20.00										
Total (MYR)	RM285.94										

Mar 11–15

Guests
2 guests [Edit](#)

Pay with

VISA • AMEX • G Pay • FPX

5.1

Card number

8288 5556 8897 5556

Expiration
02 / 26

CVV
123

5.2
5.3

ZIP code
58000

Country/region
Malaysia

5.4

Entire condo
★ 4.76 (139 reviews)

Price details

RM112.50 x 4 nights	RM450.00
Long stay discount	-RM31.50
Airbnb service fee	RM63.81
Taxes	RM40.00
Total (MYR)	RM522.31

Phone number [Add](#)
Add and confirm your phone number to get trip updates.

Cancellation policy

This reservation is non-refundable. [Learn more](#)

Ground rules

We ask every guest to remember a few simple things about what makes a great guest.

- Follow the house rules
- Treat your Host's home like your own

By selecting the button below, I agree to the [Host's House Rules](#), [Ground rules for guests](#), [Airbnb's Rebooking and Refund Policy](#), and that Airbnb can [charge my payment method](#) if I'm responsible for damage.

Confirm and pay
6

Entire condo
★ 4.76 (139 reviews)

Price details

RM112.50 x 4 nights	RM450.00
Long stay discount	-RM31.50
Airbnb service fee	RM63.81
Taxes	RM40.00
Total (MYR)	RM522.31

3.2 Host Posting a New Accommodation

3.2.1 Switch to Hosting Mode

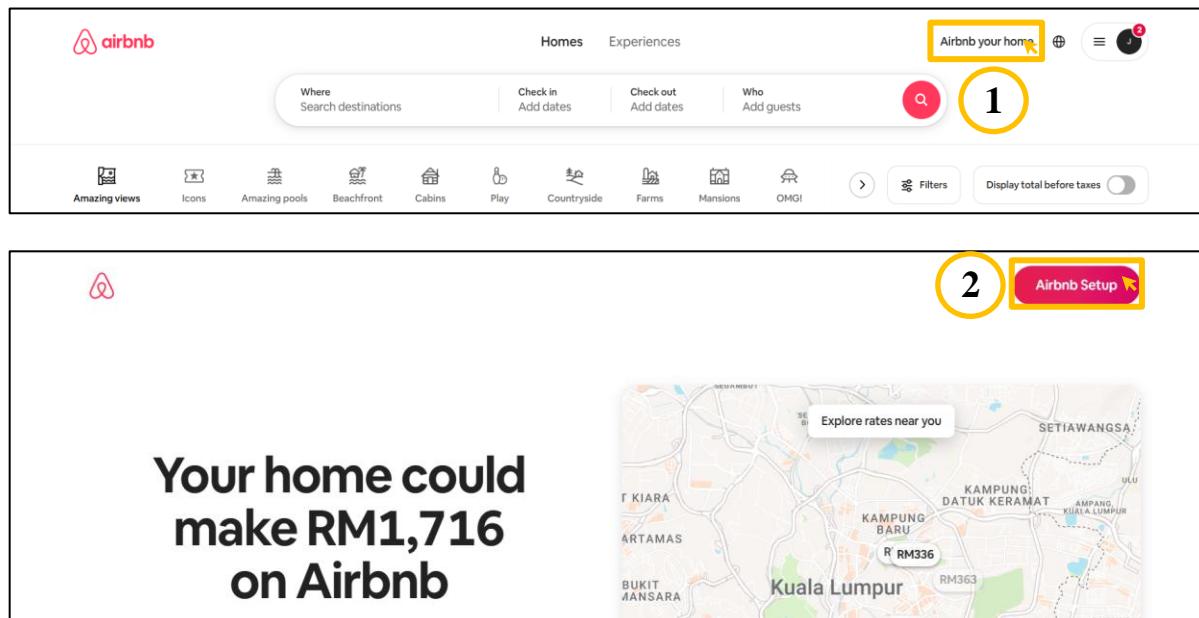
1. Click "Airbnb Your Home"
2. Click "Airbnb Setup"
3. Click "Get Started"

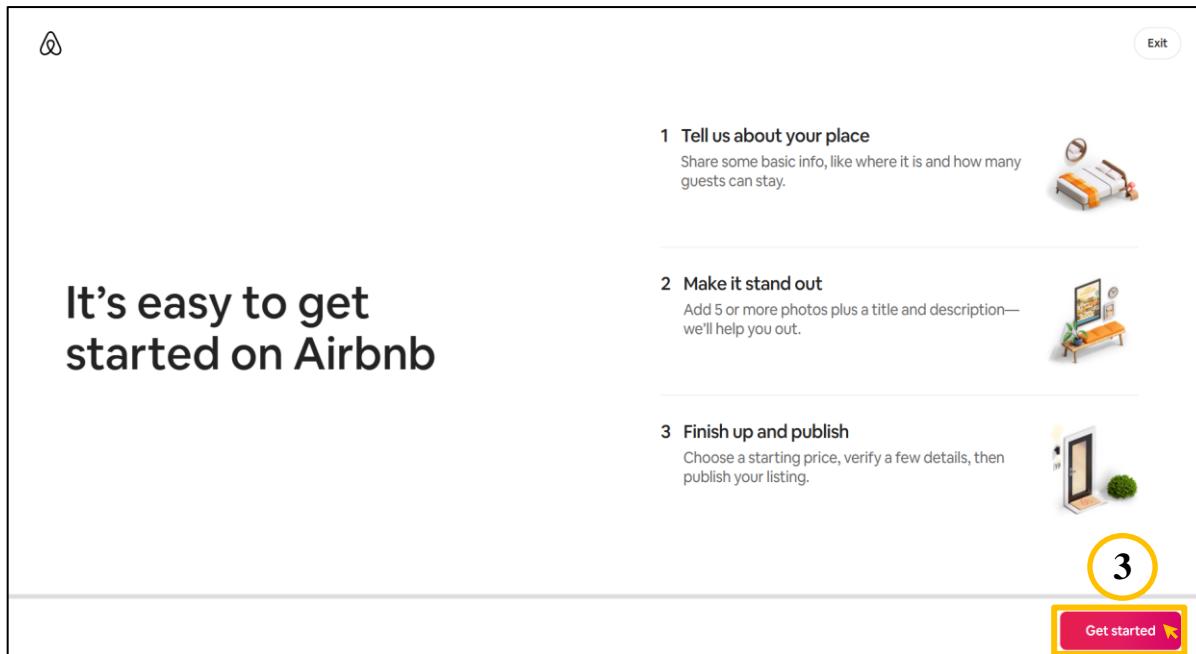
Pain Point: Lack of Clear Guidance for First-Time Hosts

- Issue:
 - Airbnb does not explicitly indicate that selecting "Airbnb Your Home" is the first step to setting up a listing. The term "Airbnb Your Home" is not immediately clear, especially for users who are unfamiliar with the platform.
- Impact:
 - First-time users may feel uncertain about whether they are in the right section.
 - Some hosts might assume they have already listed their property just by entering this section, leading to confusion.
 - The lack of clear instructions can cause delays in completing the setup process.

This issue relates to Section 1.4.2.4 Problems that Violated the Simplicity Principle, Problem 2, as the unclear naming of "Airbnb Your Home" makes it difficult for first-time hosts to recognize that this option leads to the hosting mode. The lack of straightforward and intuitive labeling complicates the user experience, making it harder for new hosts to navigate the platform efficiently.

Plan 3.2.1: Follow steps 1 to 3 in ascending order





Pain Point: Lack of Clear Guidance for First-Time Hosts

The screenshot shows the Airbnb search interface. A red box highlights the 'Airbnb your home' button. Below it is a search bar with the placeholder 'Search destinations' and a magnifying glass icon. To the right are buttons for 'Check in' (Add dates), 'Check out' (Add dates), and 'Who' (Add guests). At the bottom are various filter icons: Amazing views, Icons, Amazing pools, Beachfront, Cabins, Play, Countryside, Farms, Mansions, OMG!, Filters, and Display total before taxes. A red arrow points from the 'Airbnb your home' button towards the filters.

3.2.2 Provide Basic Property Details

1. Click "Next" to proceed
2. Select Property Type
 - 2.1 Select the appropriate property type
 - 2.2 Click "Next" to proceed
3. Choose Booking Type
 - 3.1 Select the preferred booking type
 - 3.2 Click "Next" to proceed
4. Enter Location Details
 - 4.1 Input the property address
 - 4.2 Choose from autofill suggestions
 - 4.3 Enter the floor or unit number
 - 4.4 Click "Next" to continue
 - 4.5 Pin the exact location on the interactive map by dragging the marker
 - 4.6 Confirm the pinned location and click "Next" to proceed
5. Specify Guest Capacity
 - 5.1 Add the number of guests the property can accommodate
 - 5.2 Add the number of bedrooms
 - 5.3 Add the number of beds
 - 5.4 Add the number of bathrooms

Pain Point: Unclear Meaning of "1.5" Bathrooms

- Issue:
 - The term "1.5 bathrooms" lacks clear explanation, which can lead to confusion for hosts who may mistakenly classify their property incorrectly, resulting in misleading listings.
- Impact:
 - Guests may expect a certain number of bathrooms and be disappointed upon arrival, leading to negative reviews, cancellations, and reduced trust in the platform.
 - Hosts may face difficulty in accurately representing their property, resulting in miscommunication and potential disputes with guests.
 - Airbnb's credibility and reliability as a booking platform may be affected if multiple listings contain inaccurate information.

This issue relates to Section 1.4.2.2 Problems that violated the Feedback Principle, Problem 1, where a lack of clear guidance leads to incorrect data input, resulting in guest dissatisfaction and inaccurate listings.

5.5 Click "Next" to continue

Plan 3.2.2: Follow steps 1 to 5 in ascending order

Step 1

Tell us about your place

In this step, we'll ask you which type of property you have and if guests will book the entire place or just a room. Then let us know the location and how many guests can stay.



Save & exit

1

Next →

Back

Which of these best describes your place?

House	2.1	Apartment	Barn
Bed & breakfast	Boat	Cabin	
Camper/RV	Casa particular	Castle	
Cave	Container	Cycladic home	
Dammuso	Dome	Earth home	

Questions? Save & exit

2.2

Next →

Back

What type of place will guests have?

3.1

An entire place
Guests have the whole place to themselves.

A room
Guests have their own room in a home, plus access to shared spaces.

A shared room in a hostel
Guests sleep in a shared room in a professionally managed hostel with staff onsite 24/7.

3.2

Back

Next

Where's your place located?

Your address is only shared with guests after they've made a reservation.

4.1

the zizz

The Zizz @ Damansara North
Jalan PJU 10/1a, Damansara Damai, Petaling Jaya, Selangor, Malaysia

The Zizz Homestay @ Damansara Damai
Jalan PJU 10/1a, Damansara Damai, Petaling Jaya, Selangor, Malaysia

Block C (Cosmo), The Zizz Condominium
Jalan PJU 10/1a, Damansara Damai, Petaling Jaya, Selangor, Malaysia

Block B, The Zizz
Damansara Damai, Petaling Jaya, Selangor, Malaysia

Wetopia Coworking @The Zizz
Jalan PJU 10/1a, Damansara Damai, Petaling Jaya, Selangor, Malaysia

4.2

Back

Next

Q

Questions? Save & exit

Confirm your address

Your address is only shared with guests after they've made a reservation.

Country / region
Malaysia - MY

House, lot, floor
88

Building name (if applicable)
The Zizz Homestay @ Damansara Damai

Street address
2, Jalan PJU 10/1a

Town / neighborhood
Damansara Damai

Postcode
47830

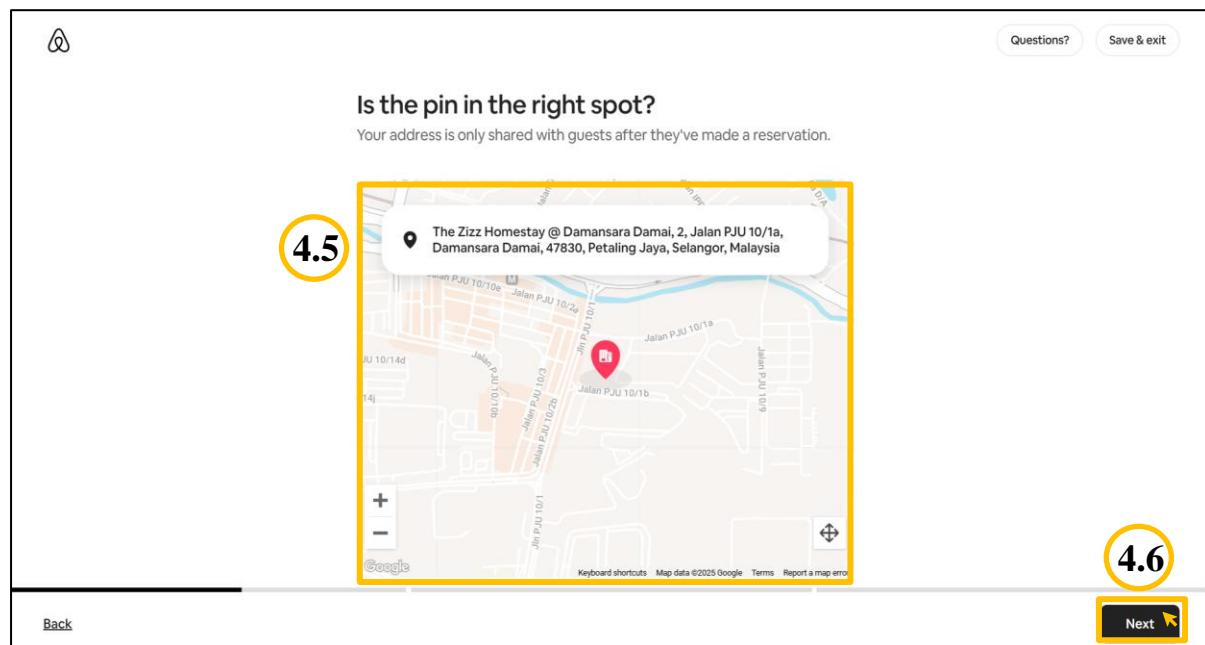
City / municipality
Petaling Jaya

State / federal territory
Selangor

4.3

4.4

Back Next



Share some basics about your place
You'll add more details later, like bed types.

Guests 4 **5.1**

Bedrooms 4 **5.2**

Beds 4 **5.3**

Bathrooms 2.5 **5.4**

5.5

[Back](#) [Next](#)

Pain Point: Unclear Meaning of “1.5” Bathrooms

Share some basics about your place
You'll add more details later, like bed types.

Guests 4

Bedrooms 4

Beds 4

Bathrooms 2.5 **(Red Box)**

[Back](#) [Next](#)

3.2.3 Optimize Your Property Listing

1. Click "Next" to continue
2. Highlight Key Features and Amenities
 - 2.1 Choose the guest-favorite features
 - 2.2 Select standout amenities
 - 2.3 Choose the appropriate safety options for the property
 - 2.4 Click "Next" to continue
3. Add Photos
 - 3.1 Click "Add Photo".
 - 3.2 Drag and drop 5 photos inside.
 - 3.3 Click "Upload".
 - 3.4 Drag to reorder photos.
 - 3.5 Click "Next" to continue.
4. Enter Apartment Title
 - 4.1 Enter the apartment title.
 - 4.2 Click "Next" to continue.
5. Highlight Features
 - 5.1 Select two highlight features.
 - 5.2 Click "Next" to continue.
6. Enter Description
 - 6.1 Enter the description.
 - 6.2 Click "Next" to continue.

Plan 3.2.3 : Follow steps 1 to 5 in ascending order

Plan 2 : Complete steps 2.1, 2.2, and 2.3 in any order, repeating steps as needed. Once all selections are made, proceed to 2.4.

Plan 3 : Step 3.4 is optional and can be skipped or completed before proceeding.

Save & exit

Step 2

Make your place stand out

In this step, you'll add some of the amenities your place offers, plus 5 or more photos. Then, you'll create a title and description.

1

Next →

Back

Questions? Save & exit

Tell guests what your place has to offer
You can add more amenities after you publish your listing.

What about these guest favorites?

2.1

Wifi	TV	Kitchen
Washer	Free parking on premises	Paid parking on premises
Air conditioning	Dedicated workspace	

Do you have any standout amenities?

Pool Hot tub Patio

BBQ grill Outdoor dining area Fire pit

Pool table Indoor fireplace Piano

Exercise equipment Lake access Beach access

Ski-in/Ski-out Outdoor shower

[Back](#) [Next](#)

Questions? Save & exit

Do you have any standout amenities?

2.2

Pool	Hot tub	Patio
BBQ grill	Outdoor dining area	Fire pit
Pool table	Indoor fireplace	Piano
Exercise equipment	Lake access	Beach access
Ski-in/Ski-out	Outdoor shower	

[Back](#) [Next](#)

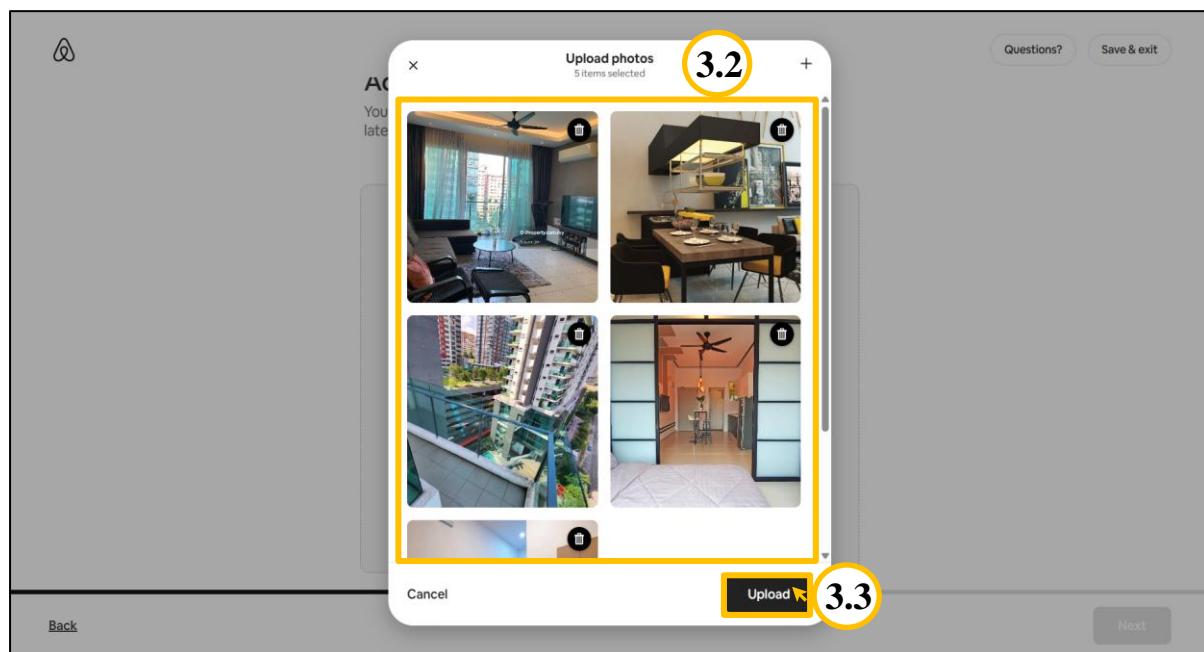
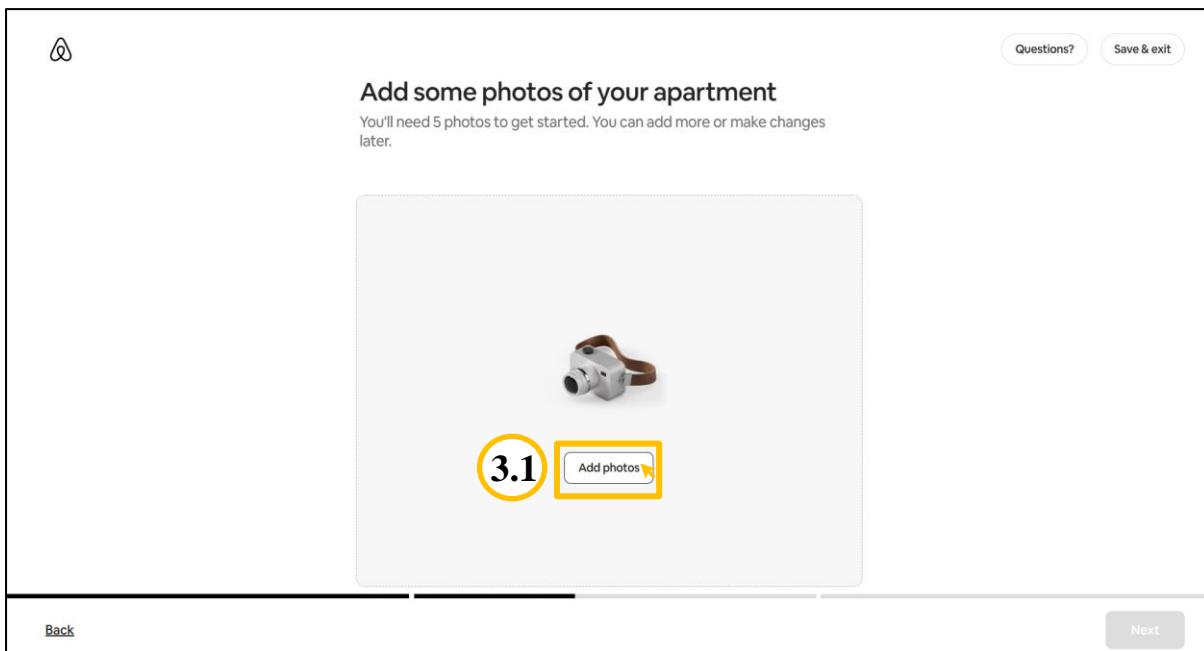
Do you have any of these safety items?

2.3

Smoke alarm	First aid kit	Fire extinguisher
Carbon monoxide alarm		

2.4

[Back](#) [Next](#)



Questions? Save & exit

Ta-da! How does this look?
Drag to reorder

Cover Photo

IPROPERTY.COM.MY
Susan Lim

3.4

3.5

Next →

Back

Questions? Save & exit

Now, let's give your apartment a title
Short titles work best. Have fun with it—you can always change it later.

Modern City Apartment

4.1

21/32

4.2

Next →

Back

The screenshot shows a mobile application interface for describing an apartment. At the top right are 'Questions?' and 'Save & exit' buttons. Below them is a section titled 'Next, let's describe your apartment' with the sub-instruction 'Choose up to 2 highlights. We'll use these to get your description started.' A yellow circle labeled '5.1' points to a row of five circular buttons representing highlights: 'Peaceful' (bed icon), 'Unique' (crown icon, highlighted with a yellow arrow), 'Family-friendly' (two people icon), 'Stylish' (dress icon), 'Central' (location pin icon, highlighted with a yellow arrow), and 'Spacious' (bedroom icon). At the bottom left is a 'Back' button, and at the bottom right is a 'Next' button.

The screenshot shows a mobile application interface for creating a description. At the top right are 'Questions?' and 'Save & exit' buttons. Below them is a section titled 'Create your description' with the sub-instruction 'Share what makes your place special.' A yellow circle labeled '6.1' points to a text input area containing the following text: 'This special place is close to everything. Experience comfort and style in this modern high-rise apartment. Featuring breathtaking city views, a fully equipped kitchen, and a cozy living space, this home is perfect for business travelers or couples exploring the city. Enjoy easy access to top attractions, restaurants, and public transport. It's easy to plan your visit.' Below the text is a character counter '375/500'. At the bottom left is a 'Back' button, and at the bottom right is a 'Next' button.

3.2.4 Finalize and Publish Listing

1. Click “Next” to continue.
2. Configure Booking Settings
 - 2.1 Select booking settings.
 - 2.2 Click “Next” to continue.
3. Choose Guest Type for First Booking
 - 3.1 Select whether to welcome an Airbnb guest or an Experience guest.
 - 3.2 Click “Next” to continue.
4. Set Pricing
 - 4.1 Enter the base price for the listing.
 - 4.2 Click “Next” to continue.
5. Apply Discounts
 - 5.1 Add any applicable discounts.
 - 5.2 Click “Next” to continue.
6. Security Settings
 - 6.1 Select applicable security options.
 - 6.2 Click “Next” to proceed.
7. Review the listing and click “Next” to proceed.
8. Click “Let’s Get Started”
9. Verification Process

9.1 Click “Get Started” to verify your identity

Pain Point : Inconsistent Dashboard Layout

- Issue:
 - Hosts without listings see a different interface, often with limited features or missing menu items.
 - Hosts with active listings have access to full dashboard functionality, but some sections, like the "Today" menu, display different options.
- Impact:
 - Hosts experience confusion due to different layouts, making navigation frustrating.
 - Hosts waste time searching for features instead of efficiently managing bookings.
 - Hosts face delays in responding to guests due to inconsistent menu option

This issue is related to Section 1.4.2.1 Problems that violated the Consistency Principle, Problem 1. The Airbnb host dashboard presents different interfaces based on whether a host has posted a listing or not.

- 9.2 Click “>” to proceed.
- 9.3 Click “Retake photo”
- 9.4 Select “Update an existing photo”
- 9.5 Click “Continue” to proceed.
- 9.6 Select the option “Identity Card”.
- 9.7 Click “Continue” to proceed.
- 9.8 Click “Upload Front” to upload the photo.

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9.9 Click “Upload Back” to upload the photo.

Pain Point: Failure to Verify Photo Integrity

- Issue:
 - The system does not verify the format of uploaded identity card photos, allowing hosts to unknowingly submit incorrect or invalid images. Since errors are only detected later in the process, hosts face unnecessary delays in getting their listings approved.
- Impact:
 - Hosts experience delays in listing approval due to submission errors, preventing them from starting their business smoothly.
 - Repeated rejections lead to frustration and discourage hosts from using the platform.
 - The lack of verification increases the risk of fraudulent accounts bypassing security checks, compromising platform safety.

This issue is related to Section 1.4.2.3 Problems that Violated the Error Prevention Principle, Problem 1, as the system fails to prevent errors before they occur. The absence of real-time verification allows incorrect identity card images to be uploaded, leading to delays, frustration, and security concerns.

9.10 Click “Continue” to proceed.

9.11 Click “Continue” to proceed.

9.12 Click “Automatic Photo Review”

9.13 Click 'Agree and continue' to proceed.

9.14 Click “Use the App” to proceed with verification by downloading the app.

Pain Point: Unnecessary Download of the App

- Issue:
 - The system forces hosts to download the app as a solution for identity verification instead of providing a simple, straightforward fix like retrying or troubleshooting. This requirement complicates the process, making it more difficult for hosts to resolve issues quickly and efficiently.
- Impact:
 - Inconvenience for hosts who prefer using a desktop or do not want to install additional applications.
 - Increased complexity in the verification process, making it harder for hosts to complete onboarding smoothly.

This issue is related to Section 1.4.2.4 Problems that Violated the Simplicity Principle, Problem 1, as it introduces unnecessary complexity to the identity verification process. Instead of forcing an app download, the system should provide alternative verification methods within the web interface to enhance user convenience and ensure a smoother onboarding experience.

10. Modify Listing Amenities

10.1 Click “Bedroom 1”

10.2 Click “Amenities”

10.3 Tick the necessary amenities.

Pain Point: Allowing Irrelevant Amenities

- Issue:
 - The system permits hosts to add amenities that are not relevant to their property type, such as listing "kayak" as an option for a bedroom. Without clear guidance or restrictions, hosts may unintentionally make mistakes, resulting in misleading or inaccurate listings.
- Impact:
 - Misleading listings can create false expectations for guests, leading to confusion and dissatisfaction upon arrival.
 - Increased risk of negative reviews from guests who feel misled about the property's offerings.
 - Higher chances of booking cancellations or refund requests, affecting both hosts and Airbnb's reputation.

This issue is related to Section 1.4.2.3 Problems that Violated the Error Prevention Principle, Problem 2, as the system fails to prevent input errors before they occur. Implementing validation rules or categorization restrictions would help hosts make accurate selections, ensuring more reliable listings and a better guest experience.

10.4 Click "Done"

10.5 Click "Undo"

11. Confirm Listing Status

11.1 Click View

11.2 Check the listing as seen from the traveller's side.

Plan 3.2.4: Follow steps 1 to 9 in ascending order. Step 10 can be skipped or completed based on preference.

Step 3

Finish up and publish

Finally, you'll choose booking settings, set up pricing, and publish your listing.



Save & exit

Back

Next 

1

Pick your booking settings

You can change this at any time. [Learn more](#)

2.1

Approve your first 5 bookings
Recommended 

Start by reviewing reservation requests, then switch to Instant Book, so guests can book automatically.

Use Instant Book 

Let guests book automatically.

Questions? Save & exit

Back

Next 

2.2

The screenshot shows the Airbnb interface for choosing guest types. At the top right are 'Questions?' and 'Save & exit' buttons. The main title is 'Choose who to welcome for your first reservation'. Below it, a note says 'After your first guest, anyone can book your place.' with a 'Learn more' link. Two options are shown in boxes: 'Any Airbnb guest' (selected) and 'An experienced guest'. A yellow circle with the number '3.1' is overlaid on the first option. At the bottom are 'Back' and 'Next' buttons.

The screenshot shows the Airbnb interface for setting a price. At the top right are 'Questions?' and 'Save & exit' buttons. The main title is 'Now, set your price' with the note 'You can change it anytime.'. A large yellow box highlights the price input field containing 'RM120'. A yellow circle with the number '4.1' is overlaid on this field. Below it, a note says 'Guest price before taxes RM137' with a dropdown arrow. At the bottom are 'Back' and 'Next' buttons. A small 'Similar listings RM171 – RM226' button is also visible.

Q

Questions? Save & exit

Add discounts

Help your place stand out to get booked faster and earn your first reviews.

20% New listing promotion
Offer 20% off your first 3 bookings

10% Weekly discount
For stays of 7 nights or more

20% Monthly discount
For stays of 28 nights or more

Only one discount will be applied per stay. [Learn more](#)

5.1

5.2

Back Next

Q

Questions? Save & exit

Just one last step!

Does your place have any of these? ⓘ

Exterior security camera present

Noise decibel monitor present

6.1

Weapon(s) on the property

Important things to know

Security cameras that monitor indoor spaces are not allowed even if they're turned off. All exterior security cameras must be disclosed.

Be sure to comply with your [local laws](#) and review Airbnb's [anti-discrimination policy](#) and [guest and Host fees](#).

6.2

Back Next

This screenshot shows the Airbnb 'Review your listing' step. At the top right are 'Questions?' and 'Save & exit' buttons. Below is a heading 'Review your listing' and a sub-instruction 'Here's what we'll show to guests. Make sure everything looks good.' A preview image of a modern apartment living room is shown, with a 'Show preview' button above it. The listing details below the image are 'Modern City Apartment' and 'RM120 RM96 night'. To the right, a 'What's next?' section lists three steps: 'Confirm a few details and publish', 'Set up your calendar', and 'Adjust your settings'. A yellow circle labeled '7' is drawn around the 'Next' button at the bottom right.

Questions? Save & exit

Review your listing

Here's what we'll show to guests. Make sure everything looks good.

Show preview

Modern City Apartment
RM120 RM96 night

New ★

What's next?

- Confirm a few details and publish**
We'll let you know if you need to verify your identity or register with the local government.
- Set up your calendar**
Choose which dates your listing is available. It will be visible 24 hours after you publish.
- Adjust your settings**
Set house rules, select a cancellation policy, choose how guests book, and more.

7

Back Next →

This screenshot shows the Airbnb 'Congratulations' screen. On the left is a photo of Brian Chesky, CEO, smiling. On the right, the text 'Congratulations, Jia Tong!' is displayed, followed by a message from Brian: 'From one Host to another—welcome aboard. Thank you for sharing your home and helping to create incredible experiences for our guests.' Below is a signature of Brian Chesky and his title 'Brian Chesky, CEO'. A yellow circle labeled '8' is drawn around the 'Let's get started' button at the bottom right.

Congratulations, Jia Tong!

From one Host to another—welcome aboard. Thank you for sharing your home and helping to create incredible experiences for our guests.

Brian Chesky, CEO

8

Let's get started →

This screenshot shows the Airbnb 'Welcome back' screen. At the top, there are navigation links: Today, Calendar, Listings, Messages, and Menu. Below is a 'Welcome back, Jia Tong' message. A yellow box highlights a call-to-action: 'Verify your identity Required to publish Modern City Apartment Get started'. A yellow circle labeled '9.1' is drawn around the 'Get started' button. At the top right are a bell icon and a profile picture.

Welcome back, Jia Tong

Verify your identity
Required to publish
Modern City Apartment
Get started

① 9.1

Today Calendar Listings Messages Menu

Pain Point: Inconsistent Dashboard Layout

Host that hasn't post anything

Jia Tong, welcome!

Your Order

All Orders (0)

Check out (0 items) Currently staying (0) Coming Soon (0) Orders not started yet (0) Waiting for evaluation (0)

There are no guests checking out today or tomorrow.

We're here to help

Join a local landlord club

Contact dedicated customer support

Host that already have posted

Welcome, Zi!

Guests can reserve your place 24 hours after you publish—here's how to prepare.

Complete important details

Required to publish

Continue

Your next steps

It's time to review a couple of current settings.

Instant Book

Calendar

Cancellation

House rules

Promotions

Checkout

The screenshot shows a mobile application interface. At the top, there is a navigation bar with icons for Today, Calendar, Listings, Messages, and Menu. On the far right, there are notification and user profile icons. Below the navigation bar, the main content area has a header "Key details to take care of". A yellow box highlights a section titled "Verify your identity". Inside this box, there is a sub-section "Confirm your phone number" with a note: "We'll call or text to confirm your number. Standard messaging rates apply." and a "Complete" button with a checkmark. To the right of this box, a yellow circle contains the number "9.2". Further to the right, there is a thumbnail image of a living room labeled "Modern City Apartment" with the subtitle "The Zizz Homestay @ Damansara Damai, 2...".

The screenshot shows a mobile application interface. At the top right, there is a "Save & exit" button. The main content area has a header "Let's add your government ID". Below this, there is a note: "We'll need you to add an official government ID. This step helps make sure you're really you." and a sub-note: "Depending on what country you're from, you can add a driver's license, passport, or national identity card." To the right, there is a box titled "Your privacy" containing the text: "We aim to keep the data you share during this process private, safe, and secure. Learn more in our [Privacy Policy](#). [How identity verification works](#)". Below the main text, there is an illustration of a hand pointing at a laptop screen which displays a digital ID card. At the bottom left, there is a "Back" button with a left arrow icon. In the center, there is a "Retake photo" button with a camera icon. To the right of this button, a yellow circle contains the number "9.3".

How would you like to add your government ID?

Upload an existing photo
Recommended

Take photo with webcam

Take photo with the Airbnb mobile app

[Back](#)

[Continue](#)

9.4

This screenshot shows the first step in adding a government ID on Airbnb. It asks how the user wants to add their ID. Three options are provided: uploading an existing photo (recommended), taking a photo with a webcam, or taking a photo with the Airbnb mobile app. A yellow box highlights the 'Upload an existing photo' option, and a yellow circle with the number 9.4 is positioned to its right.

Choose an ID type to add

Issuing country / region
Malaysia

Driver's license

Passport

Identity card

Your ID will be handled according to our [Privacy Policy](#) and won't be shared with your Host or guests.

[Continue](#)

9.5

9.6

9.7

This screenshot shows the second step where the user chooses an ID type. It lists four options: Driver's license, Passport, Identity card, and another option that is partially visible. The 'Identity card' option is highlighted with a yellow box and a yellow circle with the number 9.6. Below the list, a note states that the ID will be handled according to the Privacy Policy and won't be shared with the host or guests. A yellow circle with the number 9.7 is positioned next to the 'Continue' button.

♀

Upload images of your identity card

Make sure your photos aren't blurry and the front of your identity card clearly shows your face.

9.8 9.9


Upload front
JPEG or PNG only


Upload back
JPEG or PNG only

[← Back](#) [Continue](#)

Upload images of your identity card

Make sure your photos aren't blurry and the front of your identity card clearly shows your face.


[Re-upload front](#)


[Re-upload back](#)

Pain Point: Failure to Verify Photo Integrity

→

[← Back](#) [Continue](#)

♀

Upload images of your identity card

Make sure your photos aren't blurry and the front of your identity card clearly shows your face.


[Re-upload front](#)


[Re-upload back](#)

[← Back](#) [Continue](#)

9.10

Ⓐ

Next, you'll take a selfie

We'll compare your selfie with the ID you provided to make sure it's really you.

[My device doesn't have a camera](#)

Continue ➔

9.11

Ⓐ

How should we match your photos?

We'll compare your selfie with the ID you provided to make sure it's really you.

How should we match your photos?

Manual photo review

A member of our team will match your photos.

Automatic photo review

We'll use facial recognition to match your photos faster. ➔

9.12

If you select "automatic photo review," you agree to Airbnb and our partners using facial recognition on your photos to verify your identity. Your facial recognition data will be deleted after you're verified. [Learn more](#)

Agree and continue ➔

9.13

Q

We're having trouble finding your camera

If your device has a camera, you could try opening a different browser such as Firefox or Chrome, or try using the mobile app.

← Back

Use the app

9.14

Pain Point: Unnecessary Download of the App

We're having trouble finding your camera

If your device has a camera, you could try opening a different browser such as Firefox or Chrome, or try using the mobile app.

← Back

Use the app

Listing editor

Photo tour

Manage photos and add details. Guests will only see your tour if every room has a photo.

Photo tour
4 bedrooms - 4 beds - 2.5 baths
5 photos

Title Modern City Apartment

Living room 1 photo

Dining area 1 photo

Bedroom 1 1 photo

Bedroom 2

Bedroom 3

Bedroom 4

www.airbnb.com/hosting/listings/editor/137247548883501360/details/photo-tour/6570858...

Bedroom 1

Manage photos

Living room

Dining area

Bedroom 1

Bedroom 2

Sleeping arrangements
Add details

Privacy info
Add details

Amenities
Add details

Accessibility features
Add details

The screenshot shows a mobile application interface. On the left, under 'Bedroom 1', there is a photo of a bed, a 'Manage photos' button, and several configuration options: 'Sleeping arrangements', 'Privacy info', 'Amenities' (which is currently selected and shows 'Air conditioning'), and 'Accessibility features'. On the right, a modal window titled 'Add amenities' lists various room features with checkboxes. The 'All' tab is selected. A yellow circle labeled '10.3' highlights the checkbox for 'Air conditioning', which is checked. Another yellow circle labeled '10.4' highlights the 'Done' button at the bottom right of the modal.

Add amenities

Let guests know which amenities are in this room or space.

All Suggested

10.3

10.4

<input checked="" type="checkbox"/> Air conditioning
<input type="checkbox"/> Arcade games
<input type="checkbox"/> Baby bath
<input type="checkbox"/> Baby monitor
<input type="checkbox"/> Baby safety gates
<input type="checkbox"/> Babysitter recommendations
<input type="checkbox"/> Backyard

Done

Pain Point: Allowing Irrelevant Amenities

The screenshot shows a mobile application interface. On the left, under 'Bedroom 1', there is a placeholder image for a photo, an 'Add photo' button, and several configuration options: 'Sleeping arrangements' and 'Privacy info'. On the right, a modal window titled 'Add amenities' lists various room features with checkboxes. The 'All' tab is selected. A red box highlights the list of amenities: 'Kayak', 'Kitchen', 'Kitchenette', 'Lake access', 'Laser tag', and 'Laundromat nearby'. The 'Done' button is visible at the bottom right.

Add amenities

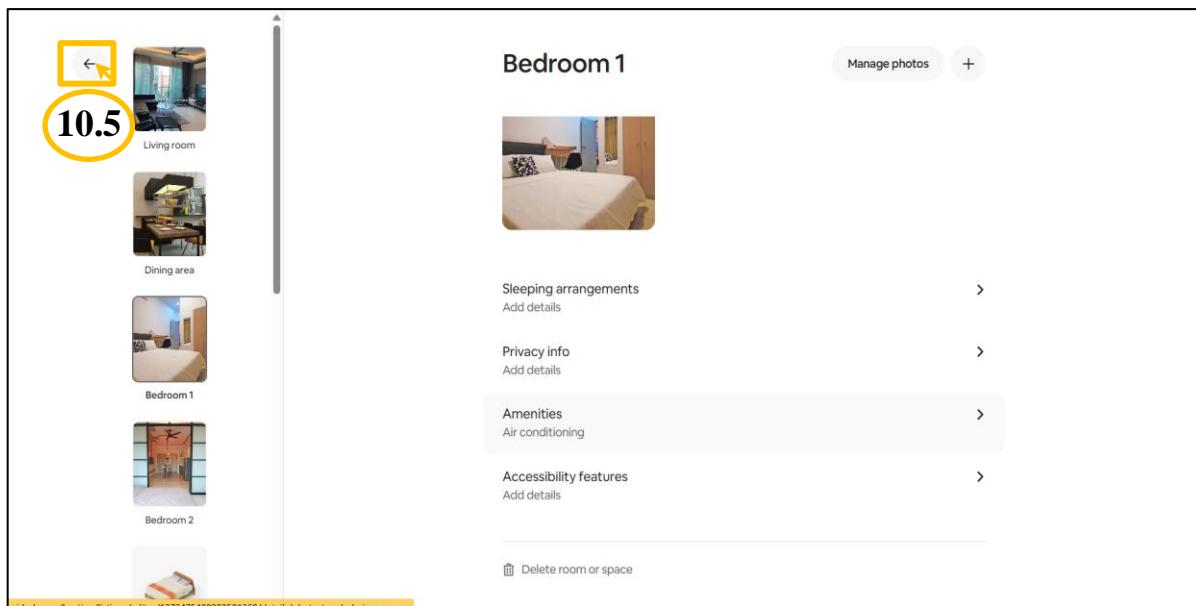
Let guests know which amenities are in this room or space.

All Suggested

<input type="checkbox"/> Kayak
<input type="checkbox"/> Kitchen
<input type="checkbox"/> Kitchenette
<input type="checkbox"/> Lake access
<input type="checkbox"/> Laser tag
<input type="checkbox"/> Laundromat nearby

Done

error prevention - user can add amenities that are not related to the room



This screenshot shows the 'Photo tour' section of the Airbnb listing editor. On the left, there's a sidebar with tabs for 'Your space' (selected), 'Arrival guide', and a settings icon. Below the tabs is a large thumbnail of a living room. To the right, the main content area is titled 'Photo tour'. It includes a heading 'Manage photos and add details. Guests will only see your tour if every room has a photo.' and a 'All photos' button with a '+' icon. Below this, there are three room thumbnails: 'Living room' (1 photo), 'Dining area' (1 photo), and 'Bedroom 1' (1 photo). At the bottom of the main area are three smaller thumbnails: a hallway, a single bed, and a double bed. A yellow circle with the number '11.1' is overlaid on the 'View' button in the pricing section of the sidebar.

airbnb

11.2

Anywhere Any week Add guests

Switch to hosting

Modern City Apartment

iProperty.com.my
Susan Lim

Entire rental unit in Petaling Jaya, Malaysia

4 guests · 4 bedrooms · 4 beds · 2.5 baths

No reviews yet

4.0 Scenario of Current Task

4.1 Linda Booking Airbnb for a Family Vacation in Thailand

Linda, a busy marketing professional, had been thinking about taking her family on a much-needed vacation for weeks. With her daughter Samantha's school break coming up, it felt like the perfect time for a getaway. Since she'd never booked an Airbnb before, she wasn't quite sure what to expect, but she'd heard good things and decided to give it a try.

Linda logged into Airbnb and immediately began searching for a place to stay near a beach in Thailand. She wanted something close to the ocean, where her family could enjoy the sun, sand, and sea, and it had to be spacious enough for her family. After a quick search, she found a two-bedroom beach house that was in a great location, and within her price range. She was feeling optimistic about this new experience.

Once Linda had found the perfect spot, she moved to the next step which is adding guests. She selected two adults, herself, her husband and one child, Samantha. As she clicked through the guest count section, she ran into her first frustration, the system automatically added an adult when she selected children, with no explanation. Linda couldn't reduce the adult count during booking, which seemed odd and left her confused. She then quickly reviewed the amenities. The beach house had a kitchen, a spacious living room, and even a small outdoor patio, just what her family needed for a comfortable stay. Linda was starting to feel confident about her decision.

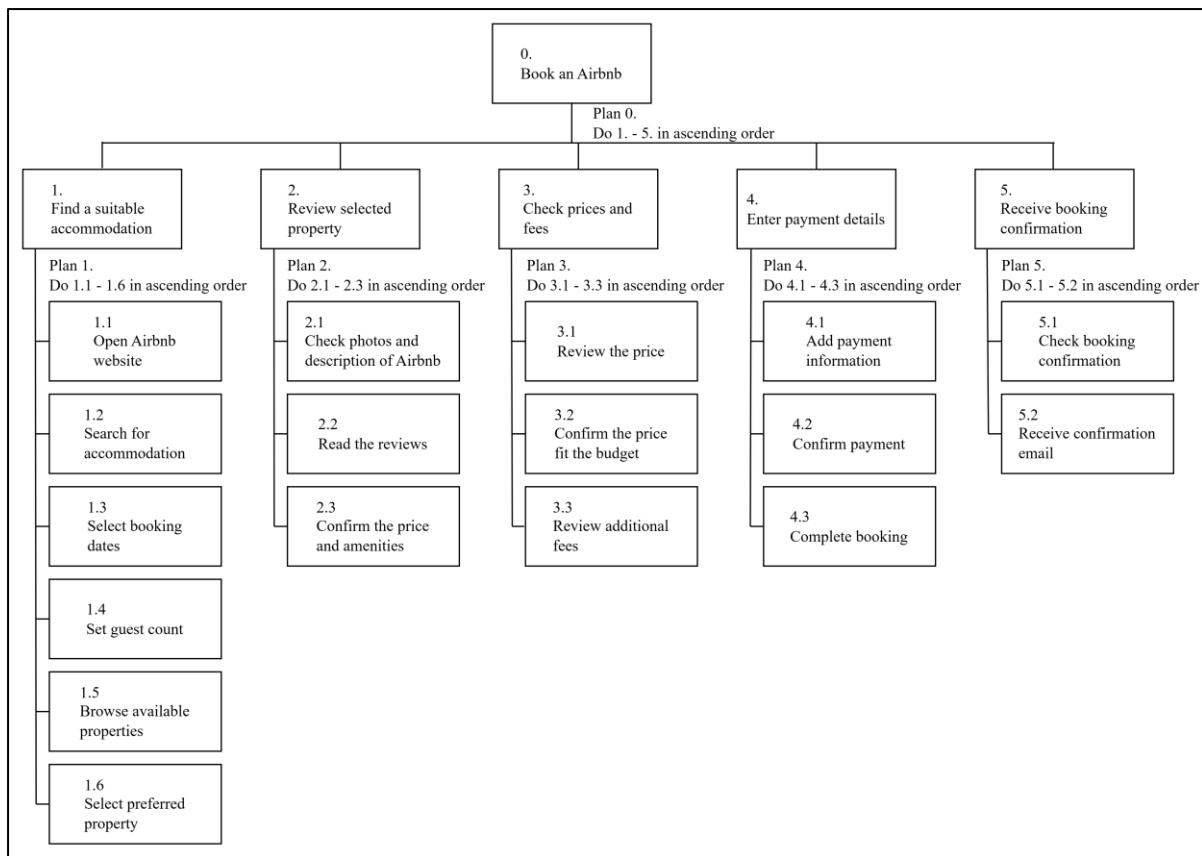
After double-checking everything like dates, guest count, and location everything seemed perfect. She clicked the "Reserve" button, ready to move on to the checkout page. That's when things took a turn.

She also noticed that when adding children and infants, there was no clear indication that these selections wouldn't increase the cost, which added to her confusion. The lack of clarity around how children or infants affect pricing was frustrating because Linda expected to see transparent information up front about how the guest count influenced the cost.

As Linda reviewed the total price, she was shocked to see that it was significantly higher than what she had originally expected. There were additional charges including cleaning fee and services fee that hadn't been mentioned in the listing. Linda had thought the price she saw at the beginning was all-inclusive, but now these extra costs were making her feel misled. She hadn't seen any mention of these fees when she was browsing through the property earlier, and they were only revealed at the checkout stage.

Despite her disappointment with the hidden fees, Linda decided to go ahead and book the beach house. She was running out of time, and this place was still a good option for her family. However, she promised herself that next time, she would double-check for any hidden fees and read the fine print more carefully before making her final decision.

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4.2 Joan Complains to Airbnb for a Bad Experience

Joan had just finished a tough week of exams and felt completely drained. The weather was perfect, and she thought a solo trip would be the perfect way to recharge. It was her first time travelling alone, and though she was excited, she also felt a bit nervous. With not much time to plan, she decided to take a quick trip to a nearby city to relax and clear her mind.

Joan had heard about Airbnb but had never used it before. She opened the website, hoping to find a cozy, affordable place near cafes and attractions that wouldn't break her budget. After looking through several listings, most of them were already booked. Joan started feeling frustrated as time passed by.

Finally, Joan found a small condo in a great location. It was affordable, had good reviews, and seemed perfect for her trip. She started the booking process, but before confirming, she decided to check the reviews for more details. However, when she clicked on the reviews, she couldn't easily find the information she needed, like good Wi-Fi or a quiet area. The only option was to filter by star ratings, which didn't help much. She had to scroll through lots of reviews, which was taking longer than she expected. "This is taking forever," she thought, starting to feel more stressed.

When Joan clicked on the dates to check pricing, she noticed another problem. The price didn't update immediately when she changed the dates. She had to click through several different dates before the price updated, which wasted a lot of time. This made it difficult to compare prices for different days quickly, and she felt frustrated. "Why doesn't it just update the price right away?" she wondered.

When she finally got to the payment page, Joan was surprised to see extra fees, like cleaning and service fees. These weren't mentioned earlier, and the total cost was much higher than she thought it would be. There was no clear explanation of what these fees were for, which made Joan feel confused and frustrated. "Why isn't this clearer?" she wondered to herself.

Despite all the confusion, Joan decided to go ahead and book the condo. But she couldn't shake the frustration she felt from the whole booking process. "This was supposed to be easy, but it's been so stressful," she thought.

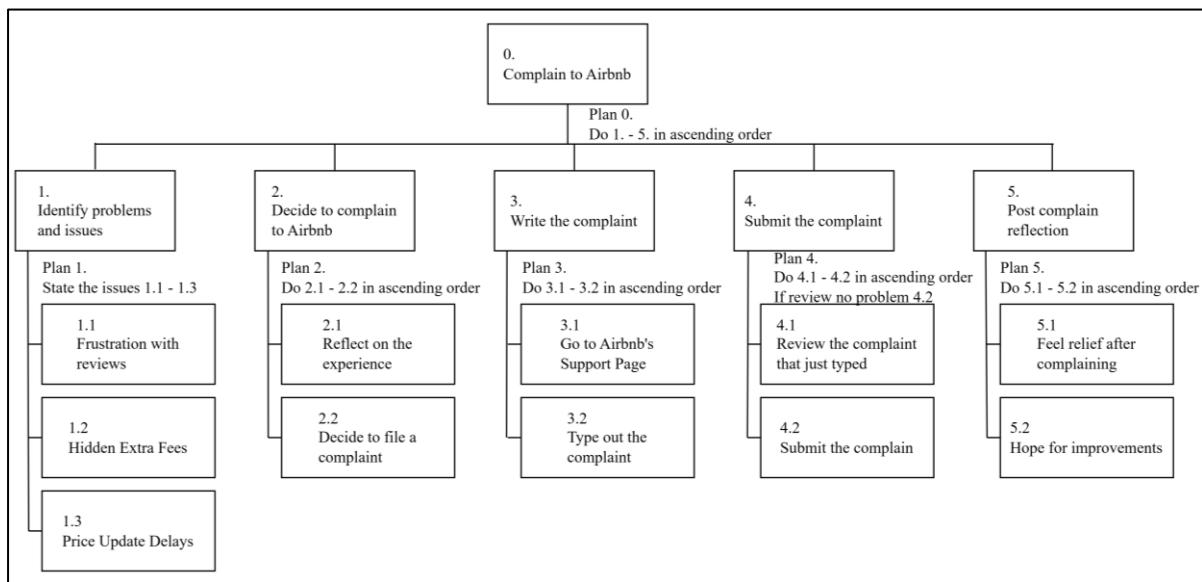
Once the booking was complete, Joan felt the need to complain. She couldn't just ignore how frustrating the experience had been. She decided to reach out to Airbnb and share her thoughts.

Joan went to the Airbnb support page and typed out her complaint. She explained how hard it was to find the right information in the reviews, how the price didn't update immediately when changing dates, and how the extra fees weren't clear from the start. Joan felt like the whole booking process needed to be simpler and more transparent.

"I really hope they take this seriously," Joan thought as she hit "Send." "Next time, I want it to be easier."

Joan felt a little better after sending the message. She knew her feedback might help make things easier for other travellers, and even though her booking experience wasn't great, she hoped it would improve next time.

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4.3 James Listing His Apartment on Airbnb

James, a small business owner in Kuala Lumpur, had been considering listing his extra apartment on Airbnb for some time. After weeks of preparing the space, buying new furniture, and ensuring everything was in perfect condition for his future guests, the day finally arrived when he was ready to create his first listing. With excitement, James sat down at his laptop, eager to turn his extra apartment into a source of income.

However, as soon as he began filling out the listing details, he encountered unexpected challenges. The first obstacle appeared when he reached the section to select the number of bathrooms. He saw an option for “1.5 bathrooms,” but there was no explanation of what that meant. His apartment had one full bathroom, and he wasn’t sure whether to select 1 or 1.5. Unsure of how to proceed, James found himself wasting time searching for an answer online, adding to his frustration.

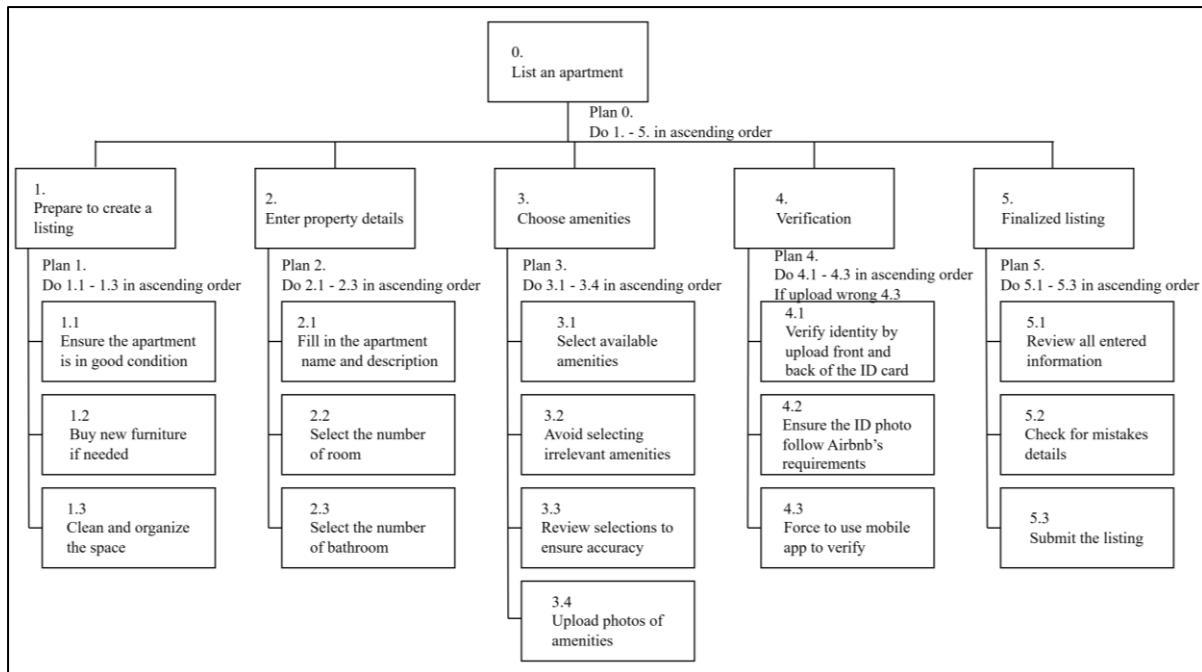
The next difficulty arose when James reached the amenities section. The system allowed him to add amenities that weren’t relevant to his apartment, such as “kayak”, “lake access” and any illogical as an option for the bedroom. This made the listing look misleading and inaccurate. He accidentally selected a few incorrect options while scrolling, and there was no simple way to undo the mistakes. Without clear guidance or restrictions, James ended up misrepresenting his property and had to retrace his steps multiple times to fix the errors.

To make matters worse, when James tried to verify his identity to finalize the Airbnb listing, he encountered yet another issue. The system allowed him to upload an identity card photo without verifying its format, which led to an error in the verification process. The lack of early detection or validation meant that an incorrect image was uploaded, causing delays and complications further down the line. This created additional frustration for James, as he couldn’t proceed with his listing until the issue was resolved.

Then, the system forced him to download the mobile app to complete the identity verification, instead of offering a straightforward solution like allowing him to retry or troubleshoot the issue directly on the website. This unnecessary app download added complexity to the process, delaying his ability to move forward. The extra step made what should have been a simple verification process far more time-consuming and frustrating.

By the time he finally uploaded his apartment listing, James couldn’t help but think that the process had been far more complicated than he had ever imagined. The excitement he initially felt had been replaced with frustration, and he began to question whether all the effort was truly worth it. Despite the challenges, he had managed to get his apartment listed, but the entire experience left him feeling drained and uncertain about the ease of managing his Airbnb in the future.

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5.0 Environment Analysis

5.1 Physical Environment

- Most users interact with Airbnb from the comfort of their homes, whether planning a trip, managing bookings, or communicating with hosts/guests.
- The home environment varies; some users may browse Airbnb in a quiet, distraction-free setting, while others might use it while watching TV, cooking, or handling family responsibilities.
- Reliable internet access at home ensures a smooth experience, though interruptions due to weak Wi-Fi signals or shared bandwidth may occur.

5.2 Social Environment

- Users may interact with hosts through Airbnb's chatbot or messaging system to ask questions, request additional details, or confirm bookings.
- Hosts can use the platform to inform guests about check-in procedures, house rules, or any special instructions.
- Travelers may also discuss accommodation options with family or friends before making a booking.
- Some users may rely on Airbnb's customer support for assistance with booking issues, cancellations, or dissatisfaction.

5.3 Technical Environment

5.3.1 Device Usage

- Mobile Devices: Many users access Airbnb on smartphones or tablets for quick browsing, messaging hosts, and managing bookings.
- Desktop/Laptop: Some users prefer using a computer to compare listings, read reviews, and plan their trips in detail.

5.3.2 Distractions & Multitasking

- Users often multitask while using Airbnb, such as comparing different hostels or accommodations by price, location, and amenities.
- Some users browse listings while engaged in other activities like watching TV, working, or discussing options with travel companions.
- Notifications from other apps, social media, or incoming calls may disrupt the browsing experience.

5.3.3 Accessibility Needs

- Airbnb provides accessibility filters, including wheelchair-accessible properties, step-free access, and adaptive equipment.
- Hearing-impaired users can communicate via text-based messaging, such as chatbots or online customer service support, instead of voice calls.
- The platform supports multiple languages, allowing users to switch to their preferred language for easier navigation and communication.
- A simple and intuitive interface helps reduce cognitive load, benefiting users who are not tech-savvy.

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