Homework: Assignment - 0
Student Name: Thanvendra Eswar Amara
Student ID: 02035530

Person ID	Problem	App/Website found	Likes	Don't likes	Improvements	Age	Gender	Education/ occupation	Comments [optional]
1	Difficulty in finding Jobs	Glassdoor	- Here we get the information like company ratings reviews and salary information - For few roles it also provides the trends for the present job market and Industries	- Sometimes we don't get responses back from employers - Some reviews may not be accuracy and authenticity - Privacy concerns	They can provide free access to premium features so that everyone can have detailed view on salary and interview Experiences	23	Male	Student	
2	Social media apps	Facebook	- We can able to connect and be in touch with friends and family members - We have Marketplace where we can buy or sell the items locally which is used	- We have some data privacy concerns - Sometimes these platforms also share some fake news	Instead of popping up so many ad's It can share some useful Information	35	Male	Software Employee	

			like online shopping platform						
3.	Difficulty in Order accuracy and delivery delays Hard to find items for some people due to language issues	Instacart	Very useful for users by saving their time especially during busy days We can also easily customize the orders with shoppers to ensure they get the right product	One of the major concern is we may order some items which are available on the app but shoppers found to be out of stock at the selected store Sometimes we also face some delivery delays when we are expecting the groceries at specific time	Improving the customer support Provides more Transparency in pricing Can provide language selection while using the application which is very helpful	43	Fema le	Homema ker	

4	Difficulty In Booking cancellations and refunds	Bookings.com	This application has vast selection of accommodations options including the hotels, apartments and vacation rental options This application search engine has some good filter options	Many users are facing booking errors The information and pictures which are posted on the website does not accurately reflect the actual condition of the accommodation Should improve the customer service for cancellation and refund process	It can add some useful features in the application like Adding the famous places on the application which are nearby will be helpful Adding some food recommendation for users	28	Female	Employee	
5.	Difficulty in User Interface and Usability	Audible	It has the very good audio quality and the voices from audiobook feels like professionals which will enhances the listening experience We can also download the content and listen to it without internet connection	Should improve on the platform problems like application crashes or website issues Speeding controls should be updated with slower playback speed Should improve on accessibility features	The process of the canceling subscription will make the application more user friendly	49	Female	Self employee	

		It also contains all the classics and bestsellers						