

# Assignment 2

(BITS F364)

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Name = "irctc-user-1"  
Site = "https://www.irctc.co.in/"

Number of clicks executed by user : 89

Name = "irctc-user-2"  
Site = "https://www.irctc.co.in/"

Number of clicks executed by user : 31

Name = "makemytrip-user-1"  
Site = "https://www.makemytrip.com/"

Number of clicks executed by user : 130

Name = "makemytrip-user-2"  
Site = "https://www.makemytrip.com/"

Number of clicks executed by user : 47

Name = "yatra-user-1"  
Site = "https://www.yatra.com/"

Number of clicks executed by user : 83

Name = "yatra-user-2"  
Site = "https://www.yatra.com/"

Number of clicks executed by user : 137

## **Observations :**

- **IRCTC :**

- The site as a whole felt unresponsive to both users especially in the payment section.
  - User-1 : got redirected unnecessarily to the home page, while he was trying to change the train of choice.
  - User-2 : faced minimal issues while performing the booking, such as facing trouble trying to gauge the class of his preferred coach.

- **MakeMyTrip :**

- The UI of the site was quite intuitive and hence the users faced less deviations.
  - User-1 : had a change of plans during booking owing to the high flight booking rates and had to backtrack the booking session.
  - User-2 : had a clear mindset of the destination he wanted to travel and was flexible with the price ranges.

- **Yatra :**

- Webpage sported a cluttered and clumsy UI to begin with unlike MakeMyTrip, leading to high click-rates and lesser usability.
- While the site offered numerous additional features like convenient cab-booking and insurance services, this led to added cognitive stress on both users alike.
- These key-points added to anxiety of both users and made users feel intimidated during the entire booking process, leading to mistakes in case of User-2.