



Bad User Experience in my opinion is Albert Heijn app. The whole concept of the app I think is very helpful, but for dutch people. I, as an international student, living in the Netherlands and shopping very regularly from this store, find it very frustrating and annoying that there isn't English version of this app.

Route	Departure	Arrival	Duration	Cost
13:46 -> 13:48	13:46	13:48	00:08	1,28 €
13:49 -> 13:51	13:49	13:51	00:02	1,28 €
13:50 -> 13:52	13:50	13:52	00:02	1,28 €
13:53 -> 14:01	13:53	14:01	00:08	1,28 €

And an excellent example of good user experience is 9292 app. It helps people find a way of transportation. It's very easy to use and has recent updates, pricing and basically everything you need to know.

Reflection:

Each one of us had to find one good and one bad user experience example from the things we use daily. My examples are an app that I really wanted to use, but I can't and an app that I use very often, because it has basically every information I need when I'm searching for a method of transportation.