

2.0 Task Analysis of Current Task

Hierarchical Task Analysis (HTA)
Current Task: Reserve hotel room

5

HTA in list form:

0. Reserve hotel room on the mobile application
 1. Search for hotel
 - 1.1. Specify the location of destination (City, state, country, address or hotel name)
 - 1.2. Specify check-in and check-out dates (travel dates)
 2. View lists of hotel
 - 2.1. Sort the list by price, guest ratings or popularity
 - 2.2. View details of hotel (price, descriptions, facilities, image, reviews, guest policies)
 3. Select hotel
 - 3.1. View availability of hotel
 4. Choose type of hotel room
 - 4.1. Specify number of hotel rooms
 - 4.2. Specify number of guests
 - 4.3. Specify number of adults
 - 4.4. Specify number of children
 - 4.5. Specify age of children
 5. Place reservation
 - 5.1. Enter personal data (full name, phone number, email address, country)
 - 5.2. Specify requests (non-smoking room, meal package or complimentary breakfast)
 - 5.3. Specify estimated time of arriving
 6. Make payment
 - 6.1. Select payment method (e-wallet, debit card, credit card)
 - 6.2. Enter payment information (bank, bank account number, card number, account holder's name)
 - 6.3. Complete payment through online banking
 7. Confirm reservation
 - 7.1. Obtain digital receipt based on reservation and payment made

Plan 0: do 1 - 7 in that order

Plan 1: do 1 - 2 in that order

Plan 3: do 1

Plan 4: do 1 - 4 in that order, if 4 (number of children) is not zero, then do 5

Plan 5: do 1 - 2 in that order, 3 can be null

Plan 6: do 1 - 3 in that order

Plan 7: do 1