

REVIEW

## Analysis of customer sentiments on review sites toward selected travel companies: A big data approach

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In India, the travel industry is expanding quickly, and more people are using technology to make online transactions easier. This has caused technology and trip planning to become increasingly entwined. According to studies conducted all around the world, contemporary travellers need interactive features, superior travel assistance, product details and pertinent details to help them make decisions. Because travellers evaluate their experiences based on the impression they have of a place after their journey, online travel reviews are also a good predictor of a location's post-visit destination image (DI) (González-Rodríguez et al. 2016; Park et al. 2007). The purpose of this study is to find out customers' experience using travel review sites that impact the travel industry. The advancements in technology have had a significant impact on the travel and tourism sector, as they have on many other service-based businesses. This research paper also examines Indian clients' preference, usage and satisfaction level with online review sites. In this study, Airbnb, Goibibo, Oyo, Yatra, MakeMyTrip and Cleartrip customer reviews are analyzed using Wordcloud and sentiment analysis, and therefore, conclusions are made based on that. The study concludes that ill-defined situations caused by travel firms are impacting customer satisfaction levels. However, it is concluded that consumers place less satisfaction on travel sites due to various reasons.

**Keywords:** travel, technology, customer satisfaction, online review, tourist, customer sentiments, destination

### 1 Introduction

India the second-most populated nation in the world and the largest nation on the South Asian subcontinent. It is also the world's third most diverse country, with a rich culture, history and natural beauty. Its diverse regions include mountains, plains, deserts, forests and various other habitats. Despite its vast area, India has several cities and towns with populations exceeding one million. India is famous worldwide for its multitude of religions and its renowned art, architecture, literature, music and dance. In addition, travellers find India welcoming and have no limits to what they can find to do while visiting this fascinating country.

India is a popular tourist destination due to its rich culture and natural beauty. Indian cities have a cosmopolitan feel

with many foreign businesses setting up shop in them. In addition, all travellers find India welcoming and have no limits to what they can find to do while visiting this country. There are numerous places to see throughout India; some of the most popular include Agra, Varanasi, Bombay, New Delhi and Kolkata. Each region has its own unique beauty that cannot be replicated anywhere else in the world.

Most travellers choose to visit India by air as it is easy to reach from other countries in Asia and Europe. Many major Indian cities have international airports that connect them with major cities around the world. In addition, several Indian cities have air connections to other destinations such as Bangkok, Bangkok (Thailand), Hong Kong, Hanoi (Vietnam) and Kuala Lumpur (Malaysia). This allows travellers to easily explore other parts of India without relying

on buses or trains for transportation. Air travel also allows travellers more flexibility when visiting different regions of India; many regions are only accessible by air once every several years due to their remote locations.

Online travel apps have revolutionized the travel industry in India. People can now book tickets and make reservations on the go, which is convenient and efficient. However, there are some challenges facing the app when implemented in India. These include low customer awareness and bad customer service. The app is useful for customers, but there is room for improvement in implementation.

Each passenger has a digital profile when using an online travel app. Online booking requires users to enter their contact information and preferences, such as destination and dates. This helps hotels and airlines match your requirements with available options. These details are stored in a digital profile for each person. Passengers can access their online travel app profile at any time. All they need is a mobile phone or tablet running the app. This makes it easy to book tickets and make reservations without hassle. Hooking passengers on online travel apps has been difficult in India. However, that is starting to change with initiatives from the government and various companies. For example, all major airlines run 24 h call centers for passengers with complaints. These are staffed by employees of the airline itself, so they are familiar with airline regulations and customer service standards. Additionally, each airline has a toll-free hotline that passengers can use to report problems with their app or flight status. As these call centers are operated by major airlines themselves, they are well trained to handle complaints effectively.

In addition, there are web pages dedicated to helping passengers understand the app. These explain how to download the app onto a mobile phone or tablet. Every page explains the benefits of using an online travel app and how to use it safely and efficiently. This sets expectations for how well your service department will treat you as a customer. Furthermore, there is an email address for passengers to send feedback about problems with the app or their airfare purchase experience with the airline itself. This provides excellent customer service for those who need help using the app!

Online travel apps have a lot to offer Indian travellers. However, they are useful when implemented correctly. Call centers respond quickly to complaints from passengers, which leads to improved customer experiences every time someone answers the phone. In addition, server error pages direct new users to the right places on how to use the app effectively without any problems. Implementing these changes would make it much easier for people to travel within India and abroad. Until that happens, we will just have to wait on someone to implement a slow Internet connection.

Online travel apps are convenient for travellers and businesses alike. However, these apps are useful when travellers know how to use them properly. Passengers should

contact airport call centers if they have issues with their booking confirmation or flights themselves *via* the website or hotline if they have issues with their booking confirmation or flights themselves. Without user adoption and feedback, it is impossible for companies to improve these apps or implement new solutions!

## 1.1. Travel review sites

Travel is an essential part of every person's life. People from all walks of life need to travel to understand different cultures and meet new people. Many websites allow people to share their experiences with traveling and help others decide which place to visit next. These websites give users from all around the world a forum to share their opinions and travel-related experiences.

One of the most popular travel review websites is Goibibo. Most people use Goibibo to plan their next trip. The website enables visitors to post their trip arrangements *via* Facebook and Twitter. This allows people to create a plan that suits their social groups best. Additionally, users can search for nearby destinations and book accommodation or transportation through the site. The website also has an option where you can pay by cash if you do not have a credit card. This makes it easy to plan your next trip without difficulty.

Another well-known travel review website is Cleartrip. The website has great options for booking flights, hotels, cars and safaris in multiple countries around the world. Users can easily plan their next trip using Cleartrip's calendar feature. The website also allows you to compare prices and services provided by various travel agents around the world. This ensures you get the best deal on your trip while providing quality service to travellers. Additionally, you can easily contact representatives from various airlines, hotels, car rental companies and more through the contact form on the website.

Finally, MakeMyTrip is a good choice if you want to buy unique items like handbags or jewelry from local markets. The website is similar to Amazon in that it allows you to search for and buy products directly from local vendors. Unlike Amazon, you do not need an American bank account or a shipping address in America to buy from local sellers on MakeMyTrip. All transactions happen through PayPal, which allows anyone with an Internet connection to buy products from anywhere in the world.

Anyone planning a trip should consider using one of these websites for travel reviews and recommendations. These sites make planning trips much easier by providing great customer service options and online booking tools for travellers. Anyone looking for inspiration when traveling should also check out the many travel review websites available online.

Airbnb is a website where people list and search for available rooms in their cities. It has become very popular in recent years as a way for people to make money by renting

out their space. People use Airbnb when they are on vacation to find lodging in unfamiliar areas. Many short-term rentals are located in popular areas so that you can easily access restaurants, shopping and outdoor activities. Some hosts only provide one or two rooms, while others have entire houses available for rental.

Some people use Yatra for trips around India or with a fantasy theme. Yatra allows you to book train tickets, bus tickets, hotels and driving options around several cities at once. You choose your dates, destinations and preferred modes of transport from a list of options. It is often useful for people traveling with a group or with a preferred mode of transportation. You can also plan your trip geographically so that you are not too far from your destination when you start your journey.

The online travel agency Oyo offers a convenient way to plan and book travel. It is a mobile app that allows users to search for and book local and international flights, hotels, rental cars and theme tours. Users can also post their own travel requirements to receive bids from local businesses. Each service offered by Oyo provides a brief overview accompanied by user ratings, reviews and images. This makes it easy for travellers to find the best options for each destination.

## 2. Research background

### 2.1 Research on travel apps

An increasing amount of study has examined the usage of travel apps from a number of angles. Wang, Park, and Fesemaier (2010), Wang and Xiang (2012), and Kennedy-Eden and Gretzel (2012) all conducted studies on travel applications based on their primary uses. According to the main services that travel apps provided, Kennedy-Eden and Gretzel (2012), for example, divided them into seven categories: navigation, social interaction, mobile marketing, security, transactions, entertainment and information. Although these research works have aided academics in their understanding of the variety of travel-related mobile app features available, they have not taken into account travellers' attitudes and behavior toward the usage of travel apps. Another set of studies examined the suitability of various travel app features for various sorts of tourists, including mobile tour guides, recommendation systems, location-aware mobile guides and navigation systems.

### 2.2. Review of literature

Malaysia is predicted to have the greatest ratio of outbound travel relative to the total number of households by 2021, at 198.7%, according to a study conducted by Mastercard. The study also identified Malaysia as one of the top emerging

outbound markets, with an average rate of 3.5% per year and a predicted 14.2 million outbound trips by 2021 (Choong and Hedrick-Wong, 2017).

The reasons why individuals travel, their sensitivity to perceived risks and their travel restrictions are all important factors in how they behave when travelling. Travel motivation, which is a driving factor, affects travel behavior (Baloglu and McCleary, 1999; Beerli and Martin, 2004a; Lam and Hsu, 2006).

Travel motivations, perceived risks and travel constraints have all been identified in numerous studies on travel and tourism, including those by Jang et al. (2009), Jang and Feng (2007), Li and Cai (2012), Murphy et al. (2007), Chew and Jahari (2014), Floyd et al. (2004), Quintal et al. (2010) and Şenmez and Graefe (1998) (Huang and Hsu, 2009; Hung and Petrick, 2012). Yet, there is limited study on these topics specifically in India.

A behavior's aim is highly connected with how likely it is to occur (Ajzen, 2001; Ko et al., 2008). According to TPB, actual behavior may be predicted directly using behavioral intention and perceived behavioral control. In tourism purchases, it is hard to understand the future course of action without understanding the attitudinal inclination toward the act of patronage. Behavioral purpose reveals a strong predisposition for the ensuing events' attitudes (Baker and Crompton, 2000; Cheng et al., 2006). The intention to perform travel behavior is also influenced by attitude and preference toward tourist products or destinations (Beerli and Martin, 2004b).

Kozak et al. (2007) found a significant correlation between changes in travel plans and the spread of disease and terrorist activities. They also argued that risk lowers the likelihood of choosing a place for a return visit. According to Şenmez and Graefe (1998), a destination's level of safety and security affects prospective travellers' desire in visiting. Chew and Jahari (2014) observed that, among Malaysians, there was a substantial direct association between physical danger and revisit intention as well as a large indirect relationship between socio-psychological and financial risk.

There are still several significant unanswered scientific and policy questions in the field of healthcare (Adamset al., 2015; Crookset al., 2017; Han and Hwang, 2018; Khanet al., 2016; Luntet al., 2016). An extensive examination revealed a vacuum in the literature available in MTm at the moment. Several studies on medical tourism are conceptual in nature and concentrate on various MT components. Several studies have looked at India's marketing, trade and outsourcing of healthcare to private hospitals that draw patients from outside (Brotman, 2010; Chanda, 2003; Chacko, 2006; Crookset al., 2011; Segouinet al., 2005). Little research, meanwhile, has been done on the demand-side factors that affect people's decisions to travel to India for medical care or surgery.

While many studies have focused on the possible market consequences of tourists' online content (Li, Pan, Zhang, and

Smith, 2009; Xiang and Gretzel, 2010), it is becoming more crucial to examine the visitors themselves and the means by which their information is distributed. Yet, until the early 2010s, there were not many studies that really showed how travellers utilized and contributed to the Internet (Bronner and de Hoog, 2011). The following are important questions that are now being raised: who participates.

The importance of destination information in picture creation and image alterations is generally acknowledged by researchers (Li et al., 2009; Wong et al., 2016; Zablocki et al., 2019). Online travel evaluations have been highlighted as a key influence on image construction among all the sources of information about the place (de la Hoz-Correa and Muoz-Leiva, 2019). Tourists may get destination information through travel reviews on the majority of travel review websites, including Expedia, Google Reviews, Yelp, TripAdvisor and websites run by online travel agencies. Visitors can freely use these platforms and read the review content to learn more about the location (González-Rodríguez et al., 2016).

Previous research has examined the sharing of travel experiences online from a variety of theoretical stances, including social identity theory (Lee et al., 2012), social cognitive theory (Munar and Jacobsen, 2014), social influence theory (Oliveira et al., 2020), self-determination theory (Hew and Kadir), social identity theory (H. Lee et al., 2012), social cognitive theory (Munar and Jacobsen, 2014), social influence theory (Oliveira et al., 2020), self-determination theory (Hew and Kadir, 2017), social exchange theory (X. Liu et al., 2019) and uses and gratifications theory have all been examined in prior research on the sharing of travel experiences online (D. Kim and Jan 2017).

OTRs seek to enhance the effectiveness of tourism-related services and the tourist experience by recognizing problems and coming up with practical solutions. Nevertheless, because of the huge popularity of UGC platforms and the subsequent expansion of OTRs, the amount of digital items released on any given website or service frequently exceeds the capacity of humans to analyze all of their characteristics. In this case, technology may be quite useful. Technology tools may now automatically analyze a significant amount of data thanks to recent advancements in this field, contributing to the identification of conversational topics in online forums (Alvarez-Carmona et al., 2021).

## 2.3. Theoretical framework

The structure of this investigation bolsters tourists' contentment. Step 1 of the framework process took into account the elements such as payment method, user-friendly app, customer service toll-free facility, refunding, cancellation of booking and host data from travel review sites such as MakeMyTrip, Goibibo, Airbnb, Oyo, Cleartrip and Yatra. The reviews that are gathered are carefully

examined. Consumer awareness, which online reviews help to increase, has been named by Duan et al. (2008) as a significant element that directly influences sales. Huang and Chen (2006) evaluated the relative efficacy of the product information provided by various suppliers, such as experts and consumers, in relation to the decision-making process of consumers. The final phase of the theoretical framework makes it evident how tourist satisfaction levels are determined.

## 2.4. Methodology

**Type of research:** Exploratory research to gain insights about the people's comments, reviews and recommendations on travel sites published by travel review sites.

**Sources of data:** Secondary data were collected from various journals using Scopus, Crossref and Google Scholar databases. The journals with a high h index with 200 numbers were limited for review of the literature. The secondary data on the travel companies such as MakeMyTrip, Goibibo, Cleartrip, Airbnb and Oyo are collected from travel review sites such as Data Hunter and Kaggle.

**Data validation:** The secondary data collected were validated by taking reference analysis on various review sites and databases such as Kaggle. These comparisons provided us with the genuineness and authenticity of data across platforms.

**Sampling:** Researchers followed a simple random sampling method. This is due to a huge number of reviews that exist as big data on review sites. As customer feedback was a sampling unit, we restricted our extent to India for the period of 1–30 October 2022. The sample size was based on the extraction method and was limited to 232. The sample selection process ensured that a complete review without foul languages and vulnerary languages was extracted.

## 2.5. Data analysis

Researchers have used python programming as bases and adopted the NLTK library to do Wordclouding analysis. The Wordclouding analysis followed the steps of stock word removals, parsing methodology and density approach. The keywords generated were limited to 50 to gain better visualization in Wordclouding.

**Checking analytical errors:** Researchers varied the number of frequencies in the Wordclouding and the distance between them to authenticate similar Wordcloud maps are generated.

The exploratory research on consumer review is the research design of this study. The sources of data were collected from five review sites presented and operated in India such as Goibibo, Oyo, Cleartrip, MakeMyTrip, Airbnb



**FIGURE 1** | Conceptual framework for the study of tourist satisfaction.

and Yatra. The primary and secondary source of data is also collected through published journals.

Literature review sources were collected from websites, journals and magazines. The study sampling is a number of travel companies and travel-related companies in India. The sampling unit is individuals who are writing reviews on Indian review websites. Therefore, the sample size is 232 customer reviews collected from travel sites by using Data Hunter and Kaggle for the purpose of review collection.

The sampling methodology of this study is random sampling, where reviews are not filtered while recording from Data Hunter and Kaggle datasets; hence, random sampling is justified. Sample selection is missing data and foul language opinions are excluded, and reviews of only Indian customers are considered. The reviews are validated from the top ten ranking list of datasets collected from Data Hunter and Kaggle.

The sample extent for collection of data was from 1 to 30 October 2022. This data analysis of this study observed was review data that are analyzed using python NLTK packages. We have identified text density, text clouding and sentiment analysis of consumers. Further, based on this, we have detected topics after thoroughly doing parsing, lexical analysis and stop word removal.

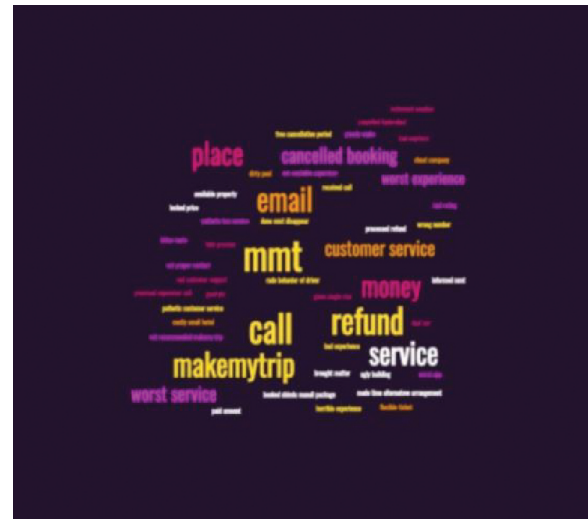
## 2.6. Data analysis and tools

### 2.6.1. WordCloud on various online travel review sites

A “word cloud” is a graphic representation of word frequency. The more frequently a keyword occurs in the text being analyzed, the bigger the term appears in the resulting image. Most often, word clouds are utilized to quickly identify the core concept of written text.

The study has undergone Wordclouding analysis on MakeMyTrip reviews posted on travel sites, and **Figure 2** clearly indicates that the larger word density was found on the words such as refund, service, cancelled booking, worst experience and worst service, which is the gray area and MakeMyTrip has to work on improving toward the betterment of service. This clearly indicates that customers were not happy with the services provided by MakeMyTrip and shows a negative satisfaction level.

The study has undergone Wordcloud analysis on Airbnb reviews posted on travel sites, and **Figure 3** clearly indicates that the larger word density was found on the words such as



**FIGURE 2** | Wordcloud of MakeMyTrip.



**FIGURE 3** | Wordcloud of Airbnb.

host, guest and worst experience, which is the gray area and Airbnb has to work on improving toward the betterment of service. This clearly indicates that customers were not happy with the services provided by Airbnb and shows a negative satisfaction level.

The study has undergone Wordcloud analysis on Goibibo reviews posted on travel sites, and **Figure 4** clearly indicates that the larger word density was found on words such as ticket issues, refund problems, experience and customer care which is the gray area and Goibibo has to work on improving toward the betterment of service. This clearly indicates that customers were not happy with the services provided by Goibibo and shows a negative satisfaction level.

The study has undergone Wordcloud analysis on Yatra reviews posted on travel sites, and **Figure 5** clearly indicates that the larger word density was found on words such as refund problems, hotel, booking issues and refund, which is the gray area and Yatra has to work on improving toward the betterment of service. This clearly indicates that customers



FIGURE 4 | Wordcloud of Goibibo.



FIGURE 7 | Wordcloud of Cleartrip.



FIGURE 5 | Wordcloud of Yatra.



FIGURE 6 | Wordcloud of Oyo.

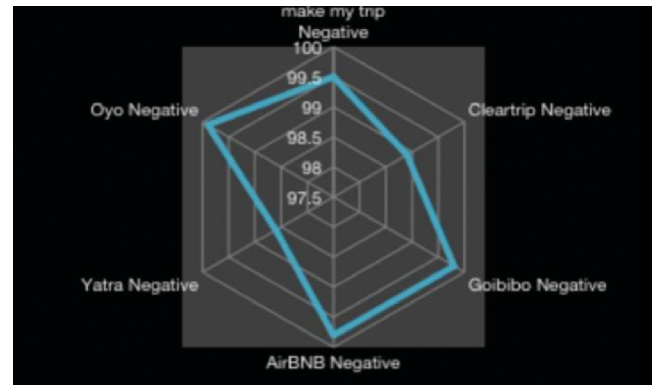


FIGURE 8 | Sentiment analysis of review sites.

were not happy with the services provided by Yatra and shows a negative satisfaction level.

The study has undergone Wordcloud analysis on Oyo reviews posted on travel sites, and Figure 6 clearly indicates

that the larger word density was found on words such as payment problems, hotel, room booking and confirmation issues, which is the gray area, Oyo has to work on improving toward the betterment of service. This clearly indicates that customers were not happy with the services provided by Yatra and shows a negative satisfaction level.

The study has undergone Wordcloud analysis on Cleartrip reviews posted on travel sites, and Figure 7 clearly indicates that the larger word density was found on words such as payment problems, hotel, room booking and confirmation issues, which is the gray area, and Cleartrip has to work on improving toward the betterment of service. This clearly indicates that customers were not happy with the services provided by Cleartrip and shows a negative satisfaction level.

This section examines how sentiment analysis has been used in the tourist industry, building on the technical description of the process. Whether research on the tourism industry uses evaluations from travel review websites to further the use of sentiment analysis is of special relevance. Sentiment analysis is a natural learning processing technique used to determine travel review sites such as MakeMyTrip, Cleartrip, Goibibo, Airbnb, Yatra and Oyo which show negative sentiment, respectively, 100, 99.5, 99, 98.5, 98 and 97.5. Figure 8 presents a summary of significant travel

websites with a focus on tourism and their unique datasets. Research has been done on reviews posted on travel sites and their sentiment analysis.

### 3. Results or findings

Electronic social media are essential as channels for the visitor experience while having little impact on the decision-making processes examined by this study. The vast majority of travellers who use travel websites do not find the offerings adequate for their travel needs. Several people who utilized review websites to share their experiences reported being dissatisfied with services related to payment options, ticket cancellations, hotel confirmations, refund procedures, travel costs and transactional information. The analysis clearly demonstrates a low level of satisfaction among travellers who use travel websites. This should also be taken into account for enhancing customer experience and service quality.

### 4. Conclusion, discussion and managerial implications

Consumers who have easy access to the Internet at work are more likely to often use online travel services because they provide Indian clients with a new service interface paradigm. The argument for using Internet services is their convenience. Nonetheless, Indian customers still prefer face-to-face interactions with service providers because they feel more certain that their demands are being satisfied in this way. The bulk of commercial operations in Southeast Asia are dominated by interpersonal relationships, according to Malhotra et al. 100 and Srijumpa et al. 13, and our conclusion reflects customers' lack of confidence in their opinions toward using online services. In order to get the most out of your time with us, please register for our newsletter and follow us on Facebook and Twitter. Travel businesses can provide effective services by improving the usability of their applications. The instructions for these apps must be easy to understand and follow. Services such as payment methods, refunds and cancellation of reservations have to be simple. If there were toll-free customer service numbers or host contact information available, the client would feel more comfortable and confident. Yet, if the applications are user-friendly, these service providers should foster strong relationships with their clients, which can encourage them to utilize the apps more frequently. Customers are reluctant to contribute review comments because doing so would require them to provide personal information, applications do not guarantee improvement and there is a perception of risk associated with utilizing Internet services.

### 4.1. Suggestions

The study suggests that online travel apps should provide more user-friendly, personalized services, offer value-added services exclusively, engage with social media, create good website with proper functionality and strong SEO, holding positive relationship with host and customer that encourages the customer to post positive reviews and should also work on improvement of services such as immediate refunding, cancellation issues and payment mode issues.

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## Appendix:

(Reviews from Travel sites).

1. Very pathetic Bus services € , picking up customers on the entire route, halted at extremely costly small hotels where they charged double the price everywhere, no electric point available in the bus, mobile almost discharged. Still 2 h to reach Borivali € , there are co-travellers from Hyderabad who paid just 1000–1200 per seat for the same bus, it picked me up at 9.35 pm from alwin cross, miyapur instead of 8.40 pm, Rude behavior of driver and cleaner, overall horrible experience ₹ zero stars.
2. At the time of booking and payment of package they will continuously call and make full payment once the payment is done MMT disappears. They have given one person naming tour manager and his details but when we called that number they are saying this is wrong number. Please don't waste money of anyone bcoz it is very difficult to earn. First they will say they book direct flights after full payment they will say flight has been cancelled by airlines. We had booked Shimla manali package through MMT The return flight from Chandigarh to Hyderabad is cancelled when we go through web check-in we came to know this these MMT people not even informed us nor airline message or mail we didn't received anything. Very very bad experience with MMT.
3. Made hotel booking wide booking ID 74012215899972. Booking was cancelled within the free cancellation period due to inclement weather. Refund was processed but the amount refunded fell short by ₹; 5000/-. Matter was brought to the company's notice but they had been delaying the matter for last 4 months. This is a cheat company. Beware of this company. They will never refund the full amount and do not have any grievance redressal system.
4. It's worst ever, in our tour money was not worth full, it's a type of waste of money and time, they wasted our tour, they spoiled our mood of trip.
5. Worst service don't book they are making money. they will charge hotel rates 1 is to 5 ratio. even they neglect to refund. Malkan gouda 9448400383.
6. I had booked a two night stay at Panchgani through MakeMyTrip. Com at Valley Nest Hotel at 12300 INR per night. These are five star rates. I was aghast when I arrived to see that it was not even a licensed hotel. The staff consisted of local people untrained in hospitality management. The swimming pool was dirty and too small to swim. The rooms promising valley and mountain view actually faced another ugly building. The room were too small and entire place dirty. We stayed for 1 day and informed MMT. 2 days later neither refund nor a dispute resolution. MMT does not deserved even one star.
7. There is no option to give no Star or i would have not even given single Star. I took travel package for Singapore and reaching out to customer support is sad as they don't provide anything information properly and they say they ll get back to u which they never will. Agent who give u package doesn't have any knowledge on any additional questions. We can also read itinerary but if some information asked then they have to provide if not why anyone will opt for travel agency when they can do everything own after visiting country. Unsatisfied and never recommend or buy any package in future. No proper contact to reach once amount is paid. Not recommended to buy any package.
8. Stuck with my refund!!! I booked train tickets with MakeMyTrip but for some reason i cancelled that booking immediately within 2 min. it happened since August month, today it is October i didn't get my money back Nd they don't even reply my mails and calls. i tried thousand of time to have conversion with executive but they don't reply. Never go with MakeMyTrip. worst experience ever.
9. MakeMy trip is not recommended for organizing any tour.
10. Coordinators keep in touch with you until you make the payment. After that no one takes your call as well.
11. Their vehicle operators are not reliable as they may fool you stating that vehicle break down. By the time alternative arrangement is made 3 to 4 hrs would have wasted in a planned tour.
12. There is no point of contact person who can assist you during your tour.
13. They make money without providing any service.
14. If they get to know that tour is not going on smoothly, they disable the Review option on.
15. MakeMyTrip app.
16. I had very bad experience with mmt. I booked twice and both times I faced lost. First i booked train ticket and then cancelled, requested for refund of 4335 rs, it's been 2 months haven't received any refund yet. Than i thought of giving mmt another chance. Booked a cab for mulshi from keshavnagar, driver took us to lonvla saying that that roads on short cut are not good although we were guiding hm another route. Charged us extra for his mindlessness. booked for 2500 ended up paying around 5500. Worst app ever.
17. I am confident that not a single customer might have given a positive reviews about Cleartrip. Ultimately Cleartrip has forced us to think that we have made a big mistake by booking a flight through Cleartrip.

18. I had booked a flight from Mumbai to Belagavi through Clear Trip on Spice Jet on 6 September 2022. On 9 September, Spice Jet sent an SMS informing of the flight change and—if unsuitable—one could opt for cancellation and refund. I opted for the same. When no refund was made I contacted Spice Jet who confirmed that the refund was initiated to Clear Trip on the 9th itself. When I called Clear Trip I was told that although the refund was initiated and received by Clear Trip, they did not act on it as I had not contacted them! I find this really baffling. the representative spoke to agreed that the refund was received and was traceable but they did not act as they were waiting for me to call them! This is a terrible example of customer service by Clear Trip.
19. I had pity bad experience with clear trip with booking I'd 220930984758 and 220930986202 for hotel fortune and had mental truma for 4 h i called several times to your call center and had long discussion/conversations multiple times with Pranav and team.
20. Mr. Mohan of fortune has cancelled our booking and we left with no option at Rameshwaram and pethetic time during our trip.
21. And this was nowhere written in the policy or anywhere and thus 10 days were already passed waiting for the refund from airlines they say time is elapsed and now no refund will be issued.
22. Such kind of fraud and manipulation from either side, be it AIRASIA airlines or CLEARTRIP.com the passenger is ultimately at loss and for God sake what u will earn by keeping the refund amount which was supposed to be transfer to the innocent flyer and what if any senior citizen/a person who is flying first time/middle class man like me spend such huge amount 12, 000 to fly and the amount is forfeited for no good reason.
23. Goibibo here is the complaint that we filed against SRS Travels and Logistics PVT LTD for horrible experience that my family had to face.
24. They cheated me of around 96000 INR. A total fraud and incompetent staff. Please go and check twitter to how people have got cheated.
25. Beaucratic, non-customer centric approach - Customer support in Airbnb India. Not planning on using the service again.
26. Airbnb didn't refund us our amount of 1000 USD for a 5 night stay we booked at Leicester UK and the property on arrival didn't match that showed on the listing. The company and its hosts have no integrity. Would never recommend anyone to trust Airbnb. Agoda.com is must better and address customer issues.
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30. I have been booked for flight no 567 from yatra.com mumbai to aurangabad, on the e ticket it was mentioned the departure place at terminal 1 but after reaching their they told us that it is on terminal 2, we have to run for terminal bcoz of timing is less in our hand, after reaching their they only allow us 4 bags for 4 person which didn't mentioned in e ticket was also very disturbing and at last the flight was almost 45 min late for departure. Never book with yatra.com.