

Analysis of User Complaints and Preferences by Conducting User Surveys to Ascertain the Need for Change in Current Design of Helmets

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Abstract : In the largely populated city of New Delhi, India, there are a lot of people that travel by two-wheelers. Majority of the people wear helmets while traveling and know how important it is to wear helmets for their safety. Still, the number of deaths because of road accidents involving two-wheelers is significant. We had conducted a survey by traveling within and in the outskirts of Delhi so as to see the variation in data and in the opinion of people towards helmet being a safety device rather than to escape the traffic police. We conducted a survey at traffic junctions and crossings of all the stakeholders and collected feedback on the Helmet scenario in India. According to the survey, the possible reason for these deaths is that the people, being unaware of helmet safety standards (ISI standards for helmets), buy helmets with fake ISI mark from unauthorized helmet sellers for a cheap price. Also, for the people who do not wear a helmet at all or wear a helmet just because it is a law, the reasons that they do not want to wear a helmet is heavyweight, lack of ventilation, inconvenience due to a strap, and hair problems. To address all these problems, we are designing a helmet with reduced weight and also working on the Helmet's retention system and ventilation. We plan to provide this product at a cheap cost whilst maintaining the ISI standards so that a larger section of the population would be able to afford the helmet.

Keywords : safety, survey, ISI marks, stakeholders, helmet

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