

**Trimester March/April, 2025**

**CSE6224 SOFTWARE REQUIREMENTS ENGINEERING**

**Project Part 1**

**Topic: Campus Ride-Sharing Platform with**

**Parking System Integration**

**Kano Model Documentation**

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1 Elicitation Strategy

1.1 Justification for Using the Kano Model Elicitation Strategy Overview

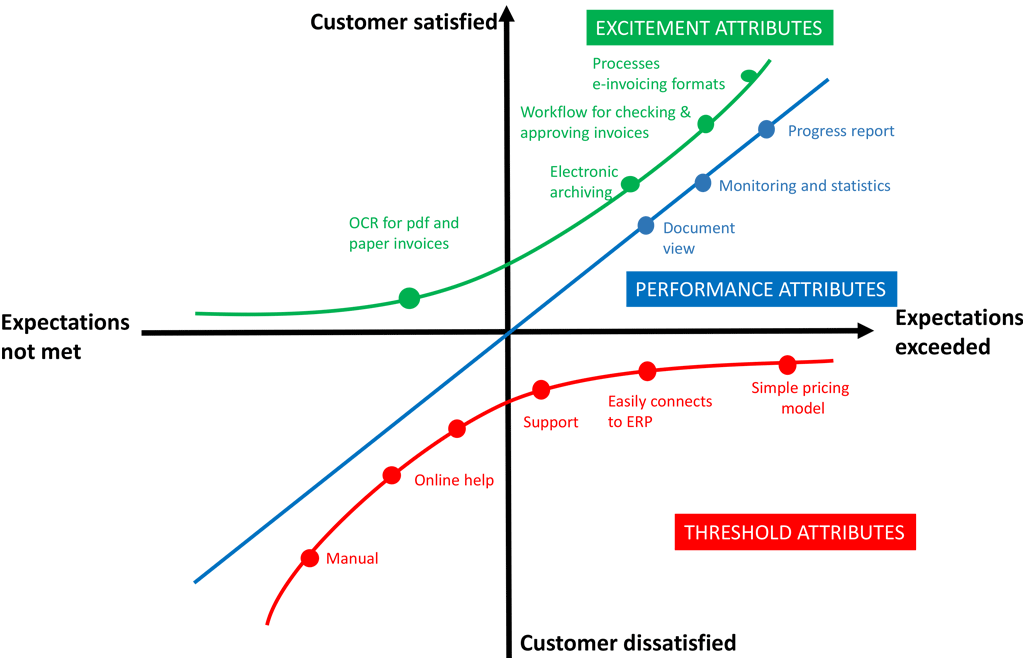
 Why kano

1.2 Classification of Requirements Using Kano Model

Define the categories: Dissatisfiers, Satisfiers, Delighters   
Talk about what are they  
How are we going to sort (There’s methods)

2 Elicitation Execution and Findings  
2.1 Categorized Requirements (Based on Kano)

Define the categories: Dissatisfiers, Satisfiers, Delighters   
Sort the requirements into those categories above then create the kano model  
  
example



**2.1 Dissatisfiers (Must-be Requirements)**

These features are essential and expected by users. Their absence would cause dissatisfaction.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Feature** | | |  | | --- | | **Category** | | |  | | --- | | **Justification** | |
| Login with Student ID | Must-be | Users expect secure access. Strong dissatisfaction if absent. |
| Drivers can view available parking spaces | Must-be | Considered essential for parking navigation and validation. |
| Drivers can accept/decline ride requests | Must-be | Considered vital for safety and control, especially by drivers. |
| Admin login using Admin ID | Must-be | Basic requirement for admin-level access and management. |
| Ride info: Time, destination, seat count, price | Must-be | Required by both drivers and riders during booking. |
| University verification of users | Must-be | Key trust and safety measure for all users. |
| Real-time parking availability and map | Must-be | Highly valued; considered essential for both safety and convenience. |
| One-time verification using ID is sufficient | Must-be | Users expect seamless access via existing systems. Requiring an extra login would create redundant processes. |
| Show car details directly on the same page(for admin pages) | Must-be | Admins prefer only important information, extras will affect user experience. |

**2.2 Satisfiers (Performance Requirements)**

These features impact satisfaction directly based on performance. Their absence reduces usability.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Feature** | | |  | | --- | | **Category** | | |  | | --- | | **Justification** | |
| Admin can view reported parking violations | Satisfier | Improves rule enforcement and confidence in system oversight. |
| Report illegitimate parking (with photo upload) | Satisfier | Useful feature with high appreciation, but users still tolerate its absence. |
| Driver can override reserved parking spot | Satisfier | Mixed views; useful for managing space, but not always expected. |
| Admin can assign stable parking spot IDs | Satisfier | Supports consistent UI and map accuracy, especially during resizing. |
| Manual approval of ride requests (by driver) | Satisfier | Preferred by drivers for control, though not critical for function. |
| Automatic ride matching (by system) | Satisfier | Preferred by riders for ease, though optional in driver view. |
| Gender/faculty filters when matching riders | Satisfier | Helpful for personal safety and comfort; not required but increases confidence. |
| Report button place next to feedback button for riders after rides. | Satisfier | This adds useful control and accountability, increasing satisfaction. |

**2.3 Delighters (Excitement Requirements)**

These features were unexpected but appreciated. They increase satisfaction when present.

|  |  |  |
| --- | --- | --- |
| **Feature / Requirement** | **Category** | **Justification (from elicitation)** |
| Rider can book ride with faculty member | Delighter | Unexpected but liked by some users; not a basic requirement. |
| Admin can view car owner details | Delighter | Mixed reactions; privacy concerns exist, but some users find it useful in problem resolution. |
| Reward system: fuel compensation or points | Delighter | Motivates usage but not expected. Users see it as a bonus feature. |
| Estimated fuel saving / carbon stats | Delighter | Appeals to eco-conscious users; surprising and appreciated. |
| Location sharing with friends | Delighter | Enhances safety and social trust; not expected, but positively received. |
| Star rating system after rides | Delighter | Useful for feedback; not critical but appreciated. |
| Dark mode UI | Delighter | Purely aesthetic; not expected but liked by night-time drivers. |

**Kano Model** A diagram of a customer satisfaction survey

AI-generated content may be incorrect.

3 Appendices

3.1 References

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