WIF2002 Software Requirements Engineering
Tutorial 12
Requirements Negotiation

1. **Scenario:** A company is developing an international navigation system that provides voice-guided directions.

   Stakeholder 1: Believes that the voice output should exclusively feature a female voice. This stakeholder argues that studies have shown users often find female voices more pleasant and reassuring, which enhances the user experience.

   Stakeholder 2: Believes that offering only a female voice is discriminatory. This stakeholder advocates for providing both male and female voice options to promote gender equality and accommodate user preferences.

   Conflict:
   - **Stakeholder 1's Perspective**: Prioritizes user experience and comfort, relying on research that suggests a preference for female voices in navigation systems.
   - **Stakeholder 2's Perspective**: Prioritizes inclusivity and equality, emphasizing the importance of giving users a choice and avoiding gender bias.

   Which of the following types of conflicts best describes this situation? (1 answer)

   a. Interest conflict
   b. Structural conflict
   c. Value Conflict
   d. Relationship Conflict

2. **Question 2a** and **Question 2b** are based on the following Scenario:

   Scenario: A company is developing a task management software intended for a diverse workforce that includes both Generation Z and Generation X employees.

   Stakeholder 1 (Generation Z Representative): Advocates for extensive automation features. The stakeholder prefer the software to include automated task assignments, reminders, and progress tracking. They believe automation increases efficiency, reduces human error, and aligns with their tech-savvy, fast-paced work style.

   Stakeholder 2 (Generation X Representative): Prefers maintaining some manual processes within the software. The stakeholder prefers the flexibility and control that

manual processes offer, believing that too much automation can lead to over-reliance on technology, reduced human oversight, and loss of job skills

Conflict:

- **Generation Z:** Favor technological advancement, efficiency, and convenience through automation. They are interested in leveraging the latest technology to streamline workflows and improve productivity.
- **Generation X:** Favor control, flexibility, and skill retention through manual processes. They are interested in maintaining a balance between technology and human oversight, ensuring that critical thinking and problem-solving skills are not diminished by over-automation.

2a. Which of the following types of conflicts describes this conflict best? (1 answer)

    a. Interest conflict
    b. Structural conflict
    c. Value Conflict
    d. Relationship Conflict

2b. As stated in the above scenario, stakeholders from Generation X disagree with the automation and claim that they prefer the flexibility and control that manual processes offer. What could be the other reasons for disagreeing with this automation that cause conflicts between these stakeholders?

3. A software project comprises heterogeneous stakeholders from Generation X and Generation Z. Generation Z stakeholders reject most requirements from Generation X because they were once accused of not respecting the seniors but in actuality, they were just stating their points. In contrast, stakeholders from Generation X were offended as they felt that Generation Z should not speak to them the same way stakeholders Z speak among themselves. Thus, stakeholders from Generation X are no longer willing to work together in this software project team. Which of the following types of conflicts describes this conflict best? (1 answer)

    a. Relationship conflict
    b. Interest conflict
    c. Value Conflict
    d. Structural conflict

4. Provide 1 scenario to describe structural conflicts within a software project.

5. Two or more requirements can't possibly be done at the same time. Which of the following categories describes this conflict best?

   a. Conflict between requirements
   b. Conflict between stakeholders
   c. Conflict between software project vision/goals and the agreed requirements

6. Provide 1 example of conflict between requirements.

7. Provide 1 example of conflict between agreed requirements and software project vision.