**6.0 Summary of Requirement Analysis Process**

In the requirement analysis process for our e-Hailing system project, we conducted a thorough examination to understand the needs and challenges faced by users and drivers. Here's a summary of what we did and what we found:

**1. Information Gathering**

We collected data using an online questionnaire. This method was chosen because it was efficient and feasible given our time and resource constraints. The questionnaire was distributed to various groups online, and we received 30 responses. The questions covered ease of use, complexity of features, data security concerns, booking delays, and overall user satisfaction.

**2. Analysis of Responses**

The data collected from the questionnaire revealed several key insights:

Ease of Use: Most users found the current e-hailing apps easy to use, but some had issues with setting pickup locations and making payments.

User Interface (UI): The majority rated the current UI as average, with a few facing difficulties.

Data Security: There were mixed feelings about data security, with some users expressing concerns over their data privacy.

Booking Delays: Many users experienced delays between booking a ride and the driver’s arrival, especially during peak hours.

Peak Hour Difficulties: All respondents had trouble booking rides during peak hours, indicating inefficiency in handling high traffic.

Desired Improvements: Users wanted better driver availability during peak hours, faster booking processes, enhanced data security, and a simpler UI.

**3. Identified Requirements**

Based on the responses, we identified several functional and non-functional requirements:

Functional Requirements:

* Simplified user interface for easier navigation.
* Real-time data processing to reduce booking delays.
* Cloud-based infrastructure to handle high data volumes.
* AI and machine learning for better demand forecasting and driver allocation.
* Anonymous reporting system and in-app emergency button for safety.

Non-Functional Requirements:

* Enhanced data security measures, including end-to-end encryption.
* Reliable and scalable system performance to handle peak-hour traffic efficiently.
* Affordable pricing model with a cap on surge pricing.

**4. Conclusion**

The requirement analysis process provided us with a clear understanding of the current system’s weaknesses and the users' needs. By addressing these issues with our proposed solutions, we aim to enhance the current e-Hailing system to a more user-friendly, secure, and efficient e-Hailing system that improves overall satisfaction for both users and drivers.