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# Elicitation Execution

## Campus Event Check-in System with Student ID and Payment Integration

### 1 Introduction

This document presents the results of the requirements elicitation for the proposed Campus Event Check-in System. Our group would first conduct a brainstorming session to find out what might be Delighters, Satisfier and Dissatisfier which are based on the Kano Model. Once that have been done, we used a questionnaire containing features which are Satisfier to further elicit information from other students that may be using our system.

### 2 Elicitation Execution Techniques Selected

#### 2.1 Brainstorming

We held a brainstorming session with key stakeholders to come up with ideas, understand expectations, and explore potential features for the Campus Event Check-in System. During the session, everyone had the chance to share their thoughts and talk about real problems they’ve faced when attending campus events.

The discussion helped us see what students actually need and want from the system. These ideas weren’t just used as a starting point—they directly influenced the features we decided to focus on.

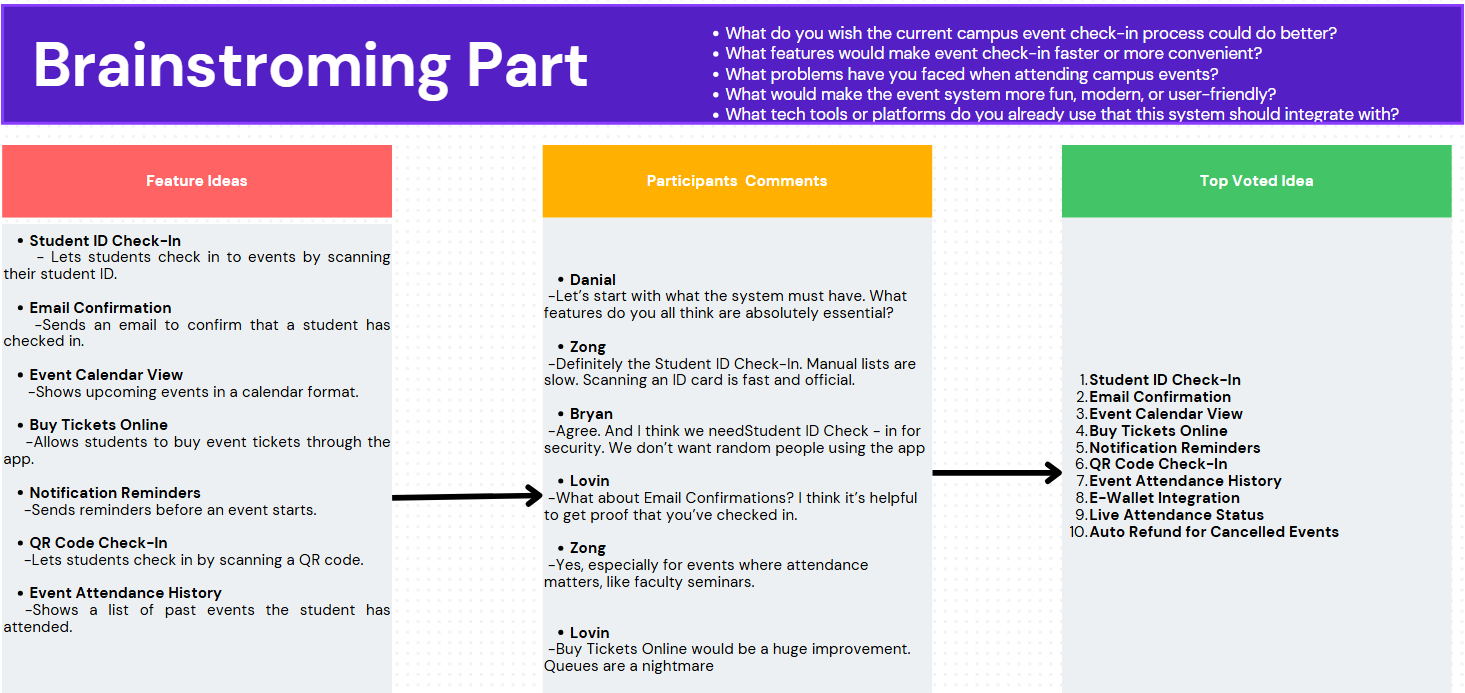
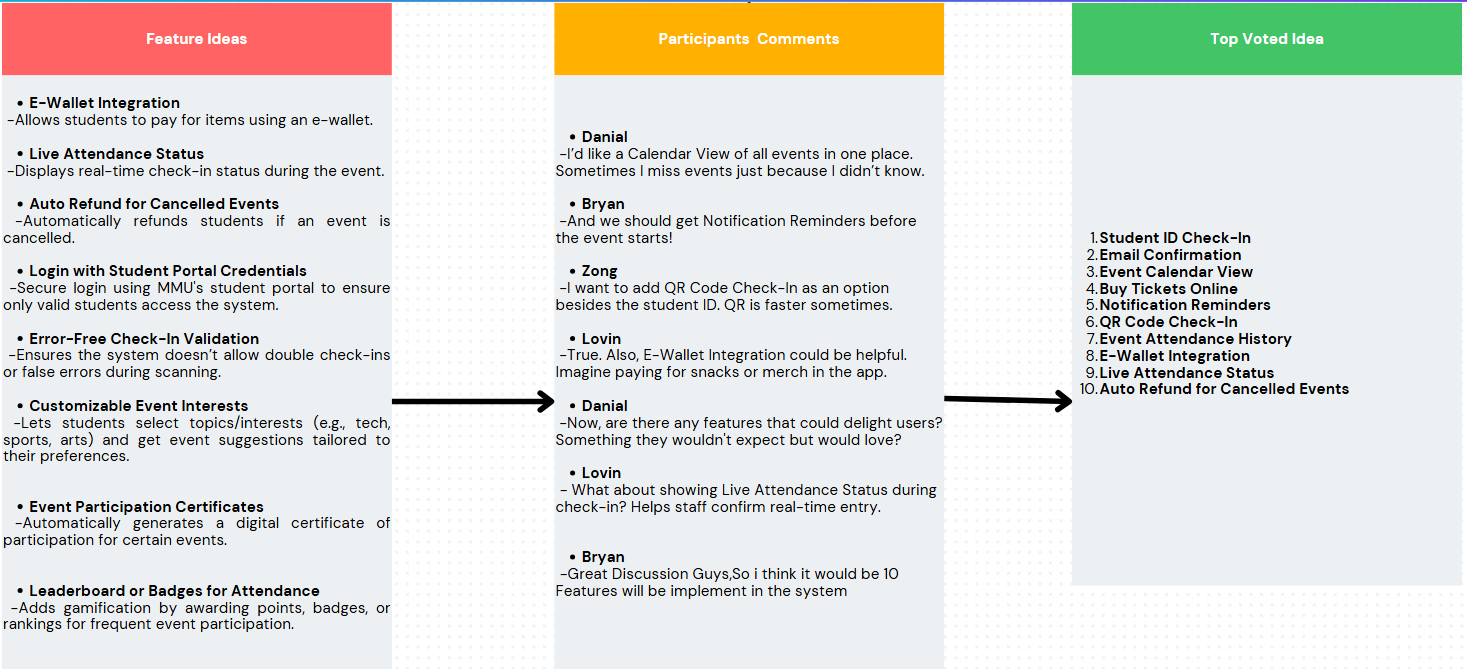
After the session, we organized and categorized the features using the Kano model to better understand which ones are essential, which ones improve the experience, and which ones would be nice surprises for users.

##### 2.1.1 What Feature Should Be Implement

To decide what features should be included in the Campus Event Check-in System, we held a brainstorming session using Canva Whiteboard as our collaboration tool.

The session involved four participants—Lovin, Danial, Bryan, and Zong—who actively shared their thoughts and experiences as students attending campus events. Everyone discussed what would make event check-ins smoother, faster, and more convenient. After going through different ideas and scenarios, the group agreed on a list of features that they felt were not just useful, but essential. These included: Student ID Check-In, Email Confirmation, Event Calendar View, Buy Tickets Online, Notification Reminders, QR Code Check-In, Event Attendance History, E-Wallet Integration, Live Attendance Status, and Auto Refund for Cancelled Events.

The selected features reflect what students genuinely need and expect from a digital event system, and will serve as the foundation for building a more efficient and user-friendly experience.



##### 2.1.2 Categorise Feature Based on Kano Model

After the brainstorming session, we came to a clear agreement on which features should be included in the Campus Event Check-in System. Everyone shared their ideas openly, and by the end, we had a solid list of features that we believe would really improve the experience for students.

To make sense of how important each feature is, we then categorized them using the **Kano Model**. This helped us understand which features students expect as basic needs, which ones make the experience better the more they’re improved, and which features would be a pleasant surprise.

By doing this, we were able to prioritize the features more effectively and focus on building a system that’s not only useful, but also enjoyable to use.

**Must-be** being the dissatisfiers, **Performance** being the satisfiers which would be further used in the questionnaire and **Attractive** being delighters

|  |  |  |
| --- | --- | --- |
| **Feature** | **Kano Category** | **Reasoning** |
| **Student ID Check-In** | Must-be (M) | Expected by users; without it, the system would feel incomplete. |
| **Email Confirmation** | Must-be (M) | Users expect confirmation of attendance, especially for official events. |
| **Event Calendar View** | Performance (O) | Improves usability; the more organized and clearer, the better the experience. |
| **Buy Tickets Online** | Performance (O) | Users value convenience; more likely to attend events if it’s easy to pay. |
| **Notification Reminders** | Performance (O) | Users appreciate reminders, especially those who register early. |
| **QR Code Check-In** | Attractive (A) | Not expected by all, but a welcome, modern alternative to ID scanning. |
| **Event Attendance History** | Performance (O) | Helpful for tracking involvement; appreciated, especially by active students. |
| **E-Wallet Integration** | Must-be (M) | Strongly expected in today's cashless environment; missing it causes frustration. |
| **Live Attendance Status** | Attractive (A) | A nice visual touch; useful for organizers and gives students real-time feedback. |
| **Auto Refund for Cancelled Events** | Must-be (M) | Users expect fairness—refunds are essential for paid events. |

#### 2.2 Questionnaire

To gather requirements for the proposed Digital Campus Event Check-in System, a questionnaire-based elicitation technique was used. The primary stakeholders targeted were university students, as they represent the system’s main user group. The questionnaire was distributed online and aimed to capture student expectations and preferences related to event check-in, ticketing, and in-app services. It included a series of functional and dysfunctional questions aligned with the Kano analysis approach, asking participants how they would feel if specific features such as automatic check-in using student ID, in-app payments, event notifications, and feedback options were present or absent in the system. Responses were collected and analysed using a two-axis scale (satisfaction vs. functionality), allowing features to be categorized and prioritized accordingly. Each feature we will be putting into the questionnaire are satisfiers and we will be ranking these features with the help of the two-axis scale.

A structured online questionnaire will be distributed to a sample group of students. Each feature will have these pair of questions:

* A functional question (e.g., How do you feel if feature X is present?”)
* A dysfunctional question (e.g., How do you feel if feature Y is absent?)

Respondents will choose from:

* I like it
* I expect it
* I feel neutral
* I can tolerate it
* I dislike it

##### 2.2.1 Questions included in the questionnaire

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question (Feature)** | |  | | --- | |  |  |  | | --- | | **Functional Question** | | **Dysfunctional Question** |
| Ability to check in to events using student ID | How do you feel if the system allows check-in using your student ID? | How do you feel if the system does NOT allow check-in using your student ID? |
| Automatic email confirmation after check-in | How do you feel if you receive a confirmation email after check-in | How do you feel if you do NOT receive a confirmation email after check-in? |
| Access to a calendar showing all upcoming campus events | How do you feel if you can view a calendar of all upcoming campus events?" | How do you feel if you CANNOT view upcoming campus events in calendar format? |
| Option to buy event tickets online in advance | How do you feel if you can buy event tickets online in advance? | How do you feel if you CANNOT buy event tickets online in advance? |
| Notification reminder 1 day before the event | How do you feel if you receive reminders before the event? | How do you feel if you do NOT receive event reminders? |
| QR code check-in instead of manual entry | How do you feel if you can check in using a QR code? | How do you feel if there is NO QR code check-in option? |
| View previous attended events history | How do you feel if you can view your past event attendance? | How do you feel if you CANNOT view your event history? |
| Integration with e-wallets for on-site purchases | How do you feel if you can make purchases using an e-wallet during events? | How do you feel if you CANNOT use an e-wallet at events? |
| Real-time check-in status display at venue | How do you feel if your attendance is displayed in real-time during check-in? | How do you feel if your attendance is NOT shown during check-in? |
| Auto-refund in case of event cancellation | How do you feel if you automatically get a refund when an event is cancelled? | How do you feel if there is NO auto-refund when an event is cancelled? |

#### 2.2.2 Categorization Methodology

Each feature was evaluated based on the paired responses to functional and dysfunctional questions. A standardized Kano evaluation matrix was used to classify each response pair into one of the Kano categories. The dominant category (highest frequency) for each feature was taken as the final classification.

##### 2.2.2.1 Kano Evaluation Matrix Table

This section presents how requirements will be analysed using the Kano Evaluation Matrix Table. The Kano Model classifies features into categories: **Must-be (M), Performance (P), Attractive (A), Indifferent (I), Reverse (R), and Questionable (Q)** based on user responses to functional and dysfunctional scenarios. Furthermore, we will be giving a value to each category and finding the average of all the participants for each pair of questions and rank the features.

| **Dysfunctional**  **Functional** | **Like** | **Expect** | **Neutral** | **Tolerate** | **Dislike** |
| --- | --- | --- | --- | --- | --- |
| **Like** | Q | A | A | A | P |
| **Expect** | R | I | I | I | M |
| **Neutral** | R | I | I | I | M |
| **Tolerate** | R | I | I | I | M |
| **Dislike** | R | R | R | R | Q |

* M = Must-be features, **5 points**
* A = Attractive features, **4 points**
* P = Performance features, **3 points**
* I = Indifferent features, **2 points**
* Q = Questionable features – conflicting responses from students, **1 point**
* R = Reverse features – might not be a satisfier, **0 point**

Example:

This example demonstrates how student responses will be interpreted using the evaluation table.

Feature: Auto Check-in with Student ID

Functional Q: "How would you feel if you were automatically checked into an event by scanning your student ID?"

→ Answer: “I expect it that way”

Dysfunctional Q: "How would you feel if you had to manually check in at each event?"

→ Answer: “I dislike it that way”

Classification: Must-be (M)

Students expect this functionality; its absence causes dissatisfaction and thus will be given 5 points

#### 2.2.3Kano Table According to The Question

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Feature** | **Kano Category** | **Justification** |
| 1 | Student ID Check-In | Must-be | A basic expectation; frustration if missing. |
| 2 | Email Confirmation | Performance | Adds value; improves user confidence. |
| 3 | Event Calendar View | Performance | Helpful for planning; improves usability. |
| 4 | Buy Tickets Online | Must-be | Strongly expected in any modern system. |
| 5 | Notification Reminders | Performance | Encourages participation; well-liked feature. |
| 6 | QR Code Check-In | Attractive | Fast, convenient, and modern; pleasantly surprising. |
| 7 | Event Attendance History | Performance | Useful for tracking; not essential but appreciated. |
| 8 | E-Wallet Integration | Attractive | Not expected but seen as a modern bonus. |
| 9 | Live Attendance Status | Indifferent | Users may not notice or care. |
| 10 | Auto Refund for Cancelled Events | Must-be | Strong expectation; financial trust factor. |

### 3 Categorization Kano Summary

#### 3.1 Responded Answer Defined by Kano Category

Based on the Kano analysis and quality fulfilment evaluation, each feature in the proposed Digital Campus Check-In System was assessed on two critical dimensions: customer satisfaction and technical quality fulfilment. Features such as Student ID Check-In and Email Confirmation were categorized as either Must-Have or Satisfiers, scoring high on both user expectations and system quality—making them top-priority features. Functions like QR Code Check-In and Notification Reminders were labelled as Delighters, meaning they exceed user expectations and add value without being strictly necessary; they also scored well on the technical quality scale. Meanwhile, features like E-Wallet Integration and Live Attendance Status were either marked as Indifferent or Reverse, suggesting they provide limited satisfaction or may even reduce user experience if not implemented carefully. This dual-axis evaluation approach ensures that the system not only meets essential user needs but also maintains a strong foundation of usability, reliability, and efficiency. The alignment of these two perspectives supports informed decision-making for prioritizing features in development.

#### *3*.*2* Scoring Kano Labels Numerically (Scale of 5)

|  |  |  |
| --- | --- | --- |
| **Kano Category** | **Meaning** | **Suggested Score** |
| M | Must-be | **5** |
| A | Attractive | **4** |
| P | Performance | **3** |
| I | Indifferent | **2** |
| Q | Questionable/Invalid | **1** |
| R | Reverse | **0** |

##### *3*.*2.1* Table for Interpreting the score

|  |  |
| --- | --- |
| **Avg Score Range** | **Dominant Kano Interpretation** |
| 4.5 – 5.0 | Must-be |
| 3.5 – 4.4 | Attractive |
| 2.5 – 3.4 | Performance |
| 1.5 – 2.4 | Indifferent |
| 0.5 – 1.4 | Questionable |
| < 0.5 | Reverse |

#### *3.3* Feature Responded

The section below will show the students’ responses and the final score given with the calculations.

\*The averages are rounded to the nearest 1 decimal place. Furthermore, Reserve is not added as it is automatically 0 points therefore if number of participants does not add up to 21, it is due to them being in R.

##### *3*.*3.1 Feature* Responded – Student ID Check-In

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if the system allows check-in using your student ID? | | I like it | | I like it | | I like it | | I can tolerate it | | I like it | | I am neutral | | I expect it | | I like it | | I am neutral | | I like it | | I am neutral | | I like it | | I expect it | | I like it | | I expect it | | I am neutral | | I like it | | I expect it | | I expect it | | I like it | | I like it | | |  | | --- | | How do you feel if the system does NOT allow check-in using your student ID? | | I dislike it | | I dislike it | | I dislike it | | I am neutral | | I can tolerate it | | I am neutral | | I am neutral | | I dislike it | | I can tolerate it | | I can tolerate it | | I am neutral | | I am neutral | | I am neutral | | I like it | | I am neutral | | I am neutral | | I am neutral | | I expect it | | I am neutral | | I expect it | | I am neutral | | |  | | --- | | Kano Category | | A | | A | | A | | I | | A | | I | | P | | A | | I | | A | | I | | A | | P | | Q | | P | | I | | A | | Q | | P | | Q | | A | |

**Kano Categorization Results:**

* **M (Must-be)**: 0 participants \* 5 points = 0
* **A (Attractive)**: 9 participants \* 4 points = 36
* **P (Performance)**: 4 participants \* 3 points = 12
* **I (Indifferent)**: 5 participants \* 2 points = 10
* **Q (Questionable/Contradictory)**: 3 participants \* 1 point = 3
* **Average**: Sum = 61, Average = 61 / 21 = 2.9
* **Kano Category**: Performance

##### *3*.*3.2* Feature Responded – Email Confirmation

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if you receive a confirmation email after check-in? | | I expect it | | I like it | | I like it | | I expect it | | I like it | | I am neutral | | I like it | | I expect it | | I am neutral | | I like it | | I dislike it | | I am neutral | | I can tolerate it | | I like it | | I expect it | | I am neutral | | I like it | | I am neutral | | I expect it | | I expect it | | I expect it | | |  | | --- | | How do you feel if you do NOT receive a confirmation email after check-in? | | I can tolerate it | | I can tolerate it | | I dislike it | | I dislike it | | I dislike it | | I am neutral | | I can tolerate it | | I can tolerate it | | I am neutral | | I am neutral | | I dislike it | | I dislike it | | I like it | | I like it | | I am neutral | | I am neutral | | I can tolerate it | | I expect it | | I am neutral | | I am neutral | | I can tolerate it | | |  |  |  | | --- | --- | --- | | Kano Category | | | | I | | A | | P | | M | | P | | I | | A | | I | | I | | A | | Q | | M | | R | | Q | | I | | I | | A | | I | | I | | I | | I | |

**Kano Categorization Results:**

* **M (Must-be)**: 2 participants \* 5 points = 10
* **A (Attractive)**: 4 participants \* 4 points = 16
* **P (Performance)**: 2 participants \* 3 points = 6
* **I (Indifferent)**: 10 participants \* 2 points = 20
* **Q (Questionable/Contradictory)**: 1 participants \* 1 point = 1
* **Average**: Sum = 53, Average = 53 / 21 = 2.5
* **Kano Category**: Performance

##### *3*.*3.3* Feature Responded – Event Calendar View

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if you can view a calendar of all the upcoming campus event? | | I like it | | I like it | | I like it | | I expect it | | I like it | | I am neutral | | I like it | | I like it | | I expect it | | I like it | | I like it | | I expect it | | I expect it | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I like it | | I expect it | | I like it | | |  | | --- | | How do you feel if  you CANNOT  view upcoming  campus event in calendar format? | | I am neutral | | I can tolerate it | | I dislike it | | I dislike it | | I am neutral | | I am neutral | | I can tolerate it | | I can tolerate it | | I am neutral | | I dislike it | | I dislike it | | I dislike it | | I can tolerate it | | I like it | | I can tolerate it | | I am neutral | | I dislike it | | I can tolerate it | | I can tolerate it | | I expect it | | I expect it | | |  | | --- | | Kano Category | | A | | A | | P | | M | | A | | I | | A | | A | | I | | P | | P | | M | | I | | Q | | A | | I | | P | | A | | A | | I | | A | |

**Kano Categorization Results:**

* **M (Must-be)**: 2 participants \* 5 points = 10
* **A (Attractive)**: 9 participants \* 4 points = 36
* **P (Performance)**: 4 participants \* 3 points = 12
* **I (Indifferent)**: 5 participants \* 2 points = 10
* **Q (Questionable/Contradictory)**: 1 participants \* 1 point = 1
* **Average**: Sum = 69, Average = 69 / 21 = 3.3
* **Kano Category**: Performance

##### *3*.*3.4* Feature Responded – Buy Tickets Online

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do  you feel if you can  buy event tickets  online in advance? | | I am neutral | | I like it | | I like it | | I expect it | | I like it | | I am neutral | | I expect it | | I like it | | I like it | | I like it | | I like it | | I am neutral | | I can tolerate it | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I like it | | I expect it | | I like it | | |  | | --- | | How do  you feel if  you  CANNOT  buy event tickets  online  in advance? | | I am neutral | | I dislike it | | I dislike it | | I can tolerate it | | I am neutral | | I am neutral | | I am neutral | | I am neutral | | I am neutral | | I dislike it | | I am neutral | | I am neutral | | I am neutral | | I like it | | I dislike it | | I am neutral | | I can tolerate it | | I dislike it | | I dislike it | | I expect it | | I expect it | | |  | | --- | | Kano Category | | I | | P | | P | | I | | A | | I | | I | | A | | A | | P | | A | | I | | I | | Q | | P | | I | | A | | P | | P | | I | | A | |

**Kano Categorization Results:**

* **M (Must-be)**: 0 participants \* 5 points = 0
* **A (Attractive)**: 6 participants \* 4 points = 24
* **P (Performance)**: 6 participants \* 3 points = 18
* **I (Indifferent)**: 8 participants \* 2 points = 16
* **Q (Questionable/Contradictory)**: 0 participants \* 1 point = 0
* **Average**: Sum = 58, Average = 58 / 21 = 2.8
* **Kano Category**: Performance

##### *3*.*3.5* Feature Responded – Notification Reminders

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if  you receive  reminders before the event? | | I expect it | | I like it | | I dislike it | | I expect it | | I like it | | I am neutral | | I like it | | I expect it | | I am neutral | | I like it | | I like it | | I expect it | | I am neutral | | I like it | | I like it | | I am neutral | | I expect it | | I expect it | | I like it | | I like it | | I expect it | | |  | | --- | | How do you feel if  you do NO  receive event reminders? | | I can tolerate it | | I can tolerate it | | I dislike it | | I dislike it | | I can tolerate it | | I am neutral | | I dislike it | | I am neutral | | I am neutral | | I am neutral | | I am neutral | | I expect it | | I am neutral | | I like it | | I can tolerate it | | I am neutral | | I can tolerate it | | I can tolerate it | | I expect it | | I am neutral | | I can tolerate it | | |  |  | | --- | --- | | Kano Category | | | I | | A | | Q | | M | | A | | I | | P | | I | | I | | A | | A | | I | | I | | Q | | A | | I | | I | | I | | A | | A | | I | |

**Kano Categorization Results:**

* **M (Must-be)**: 1 participants \* 5 points = 5
* **A (Attractive)**: 7 participants \* 4 points = 28
* **P (Performance)**: 1 participants \* 3 points = 3
* **I (Indifferent)**: 10 participants \* 2 points = 20
* **Q (Questionable/Contradictory)**: 2 participants \* 1 point = 2
* **Average**: Sum = 58, Average = 58 / 21 = 2.8
* **Kano Category**: Performance

##### *3*.*3.6* Feature Responded – QR Code Check-In

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if  you can check in  using a QR code? | | I like it | | I like it | | I like it | | I expect it | | I like it | | I am neutral | | I like it | | I like it | | I can tolerate it | | I like it | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I am neutral | | I am neutral | | I expect it | | I expect it | | I like it | | I like it | | |  | | --- | | How do you feel if  there is NO QR  code check-in  option? | | I am neutral | | I am neutral | | I dislike it | | I dislike it | | I am neutral | | I am neutral | | I can tolerate it | | I dislike it | | I am neutral | | I dislike it | | I dislike it | | I dislike it | | I am neutral | | I dislike it | | I am neutral | | I am neutral | | I am neutral | | I am neutral | | I can tolerate it | | I am neutral | | I can tolerate it | | |  | | --- | | Kano Category | | A | | A | | P | | M | | A | | I | | A | | P | | I | | P | | P | | P | | I | | P | | A | | I | | I | | I | | I | | A | | A | |

**Kano Categorization Results:**

* **M (Must-be)**: 1 participants \* 5 points = 5
* **A (Attractive)**: 7 participants \* 4 points = 28
* **P (Performance)**: 6 participants \* 3 points = 18
* **I (Indifferent)**: 7 participants \* 2 points = 14
* **Q (Questionable/Contradictory)**: 0 participants \* 1 point = 0
* **Average**: Sum = 65, Average = 65 / 21 = 3.1
* **Kano Category**: Performance

##### *3*.*3.7* Feature Responded – Event Attendance History

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if  you can view your  past event attendance? | | I am neutral | | I like it | | I like it | | I expect it | | I like it | | I am neutral | | I expect it | | I like it | | I am neutral | | I expect it | | I like it | | I am neutral | | I am neutral | | I like it | | I like it | | I am neutral | | I am neutral | | I like it | | I expect it | | I like it | | I like it | | |  | | --- | | How do you feel if  you CANNOT  view your event history? | | I expect it | | I am neutral | | I dislike it | | I dislike it | | I am neutral | | I am neutral | | I am neutral | | I dislike it | | I can tolerate it | | I dislike it | | I am neutral | | I dislike it | | I am neutral | | I dislike it | | I can tolerate it | | I am neutral | | I am neutral | | I dislike it | | I am neutral | | I can tolerate it | | I can tolerate it | | |  | | --- | | Kano Category | | I | | A | | P | | M | | A | | I | | I | | P | | I | | M | | A | | M | | I | | P | | A | | I | | I | | P | | I | | A | | A | |

**Kano Categorization Results:**

* **M (Must-be)**: 3 participants \* 5 points = 15
* **A (Attractive)**: 6 participants \* 4 points = 24
* **P (Performance)**: 4 participants \* 3 points = 12
* **I (Indifferent)**: 8 participants \* 2 points = 16
* **Q (Questionable/Contradictory)**: 0 participants \* 1 point = 0
* **Average**: Sum = 67, Average = 67 / 21 = 3.2
* **Kano Category**: Performance

##### *3*.*3.8* Feature Responded – E-Wallet Integration

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if  you can make purchases using an  e-wallet during  events? | | I expect it | | I like it | | I like it | | I expect it | | I like it | | I am neutral | | I expect it | | I like it | | I expect it | | I like it | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I am neutral | | I expect it | | I am neutral | | I am neutral | | I expect it | | I am neutral | | |  | | --- | | How do you feel if  you CANNOT use  an e-wallet at  events? | | I dislike it | | I dislike it | | I dislike it | | I dislike it | | I can tolerate it | | I am neutral | | I am neutral | | I can tolerate it | | I dislike it | | I am neutral | | I dislike it | | I dislike it | | I am neutral | | I can tolerate it | | I dislike it | | I am neutral | | I can tolerate it | | I can tolerate it | | I am neutral | | I am neutral | | I can tolerate it | | |  | | --- | | Kano Category | | M | | P | | P | | M | | A | | I | | I | | A | | M | | A | | P | | P | | I | | A | | P | | I | | I | | I | | I | | I | | I | |

**Kano Categorization Results:**

* **M (Must-be)**: 3 participants \* 5 points = 15
* **A (Attractive)**: 4 participants \* 4 points = 16
* **P (Performance)**: 5 participants \* 3 points = 15
* **I (Indifferent)**: 9 participants \* 2 points = 18
* **Q (Questionable/Contradictory)**: 0 participants \* 1 point = 0
* **Average**: Sum = 64, Average = 64 / 21 = 3.0
* **Kano Category**: Performance

##### *3.3.9* Feature Responded – Live Attendance Status

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if  your attendance is displayed in real-time during check-in? | | I can tolerate it | | I like it | | I expect it | | I expect it | | I like it | | I am neutral | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I am neutral | | I am neutral | | I dislike it | | I like it | | I am neutral | | I like it | | I expect it | | I expect it | | I expect it | | I expect it | | |  | | --- | | "How do you feel if  your attendance is NOT shown during check-in? | | I am neutral | | I dislike it | | I can tolerate it | | I can tolerate it | | I am neutral | | I am neutral | | I can tolerate it | | I dislike it | | I can tolerate it | | I dislike it | | I am neutral | | I am neutral | | I am neutral | | I am neutral | | I can tolerate it | | I am neutral | | I dislike it | | I expect it | | I am neutral | | I am neutral | | I expect it | | |  | | --- | | Kano Category | | I | | P | | I | | I | | M | | I | | A | | P | | I | | P | | I | | I | | I | | R | | A | | I | | P | | I | | I | | I | | I | |

**Kano Categorization Results:**

* **M (Must-be)**: 1 participants \* 5 points = 5
* **A (Attractive)**: 2 participants \* 4 points = 8
* **P (Performance)**: 4 participants \* 3 points = 12
* **I (Indifferent)**: 13 participants \* 2 points = 26
* **Q (Questionable/Contradictory)**: 0 participants \* 1 point = 0
* **Average**: Sum = 51, Average = 51 / 21 = 2.4
* **Kano Category**: Indifferent

##### *3.3.10* Feature Responded – Auto Refund for Cancelled Events

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Email address | | 1221309389 | | bryan3leow | | something | | alisaafatin | | ljunnkit5 | | 1211108625 | | aqildanial1012 | | 1231302690 | | 1231302229 | | firmanazhan2002 | | 1221203003 | | 1221205476 | | tockksuhaimi | | zikryzakwan | | anthony.koay.kai | | 1221207338 | | 1221309317 | | syazana | | yoongzhun34 | | sofeaazhari | | 1221309356 | | |  | | --- | | How do you feel if  you automatically get  a refund when an  event is cancelled? | | I like it | | I expect it | | I dislike it | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I like it | | I am neutral | | I like it | | I like it | | I am neutral | | I expect it | | I expect it | | I expect it | | I like it | | I like it | | |  | | --- | | How do you feel if  there is NO  auto-refund when  an event is  cancelled? | | I dislike it | | I dislike it | | I dislike it | | I dislike it | | I can tolerate it | | I am neutral | | I dislike it | | I dislike it | | I can tolerate it | | I dislike it | | I dislike it | | I dislike it | | I am neutral | | I like it | | I can tolerate it | | I am neutral | | I am neutral | | I can tolerate it | | I am neutral | | I can tolerate it | | I can tolerate it | | |  | | --- | | Kano Category | | P | | M | | Q | | P | | A | | I | | P | | P | | I | | P | | P | | P | | I | | Q | | A | | I | | I | | I | | I | | A | | A | |

**Kano Categorization Results:**

* **M (Must-be)**: 1 participants \* 5 points = 5
* **A (Attractive)**: 4 participants \* 4 points = 16
* **P (Performance)**: 7 participants \* 3 points = 31
* **I (Indifferent)**: 7 participants \* 2 points = 14
* **Q (Questionable/Contradictory)**: 2 participants \* 1 point = 2
* **Average**: Sum = 68, Average = 68 / 21 = 3.2
* **Kano Category**: Performance

#### 3.4 Ranking

After each score was calculated, the current ranking of each features is:

|  |  |  |
| --- | --- | --- |
| **Ranking** | **Feature** | **Score** |
| 1 | Event Calendar View | 3.3 |
| 2 | Auto Refund for Cancelled Events | 3.2 |
| 3 | Event Attendance History | 3.2 |
| 4 | QR Code Check-In | 3.1 |
| 5 | E-Wallet Integration | 3.0 |
| 6 | Student ID Check-In | 2.9 |
| 7 | Buy Tickets Online | 2.8 |
| 8 | Notification Reminders | 2.8 |
| 9 | Email Confirmation | 2.5 |
| 10 | Live Attendance Status | 2.4 |

### 4 References Material

**Questionnaire**

[Campus Event Check-in System](https://docs.google.com/forms/d/e/1FAIpQLSer2_3ES0cWlsBkYmrSiyHj5L8zA5lpgTsT7toBhEOd3tWATw/viewform)

**Raw responded file**

[https://docs.google.com/spreadsheets/d/1z9pla7GS2ZKb525Af3DG-SAnJ8kc8vsyghsJEyklYs0/edit?resourcekey=&gid=1877354601#gid=1877354601](https://docs.google.com/spreadsheets/d/1z9pla7GS2ZKb525Af3DG-SAnJ8kc8vsyghsJEyklYs0/edit?resourcekey=&gid=1877354601%23gid=1877354601)

**Kano Analysis Chart**

[https://docs.google.com/spreadsheets/d/1z9pla7GS2ZKb525Af3DG-SAnJ8kc8vsyghsJEyklYs0/edit?resourcekey=&gid=1877354601#gid=1877354601](https://docs.google.com/spreadsheets/d/1z9pla7GS2ZKb525Af3DG-SAnJ8kc8vsyghsJEyklYs0/edit?resourcekey=&gid=1877354601%23gid=1877354601)