Task 4 – Elicitation Execution



**Project**

CSE6224 Software Requirement Engineering   
Term 2510

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| **Tutorial Section** | TT8L |
| **Group** | Group E |
| **Project Title** | Campus Ride-Sharing Platform with  Parking System Integration |

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## 1.0 Elicitation Technique Overview

We employed three elicitation techniques to align with our project goals:

## 1. Questionnaire

* Distributed to campus users to gather expectations and feature suggestions.
* Applied the **Kano Model** to categorize responses into dissatisfiers, satisfiers, and delighters.

## 2. Observation

* Analyzed existing ride-sharing apps (**Kummute** and **BlaBlaCar**).

## 3. Mind Mapping

* Synthesized data from the questionnaire and observation phases.
* Visualized relationships between ideas to refine system requirements clearly and logically.

## 2.0 Questionnaire

## 2.1 Overview

To gather stakeholder insights for the proposed Campus Ride sharing and Parking Integration platform, we conducted a structured questionnaire using Google Forms. The primary aim was to assess user expectations and perceptions regarding the system's proposed features, with the goal of classifying them using the **Kano Model**, a framework that helps prioritize features based on how they influence user satisfaction.

The questionnaire consisted of **21 questions** in total:

* **20 main questions** were designed to evaluate **10 key features** of the system.
  + For each feature, two types of questions were asked:
    - A **functional question** (how users feel when the feature is present)
    - A **dysfunctional question** (how users feel when the feature is absent)
  + This structure enables us to categorize features into **Delighters**, **Satisfiers**, or **Dissatisfiers**, based on users' emotional responses and expectations.
* **Question 21** was an open-ended item inviting respondents to share **suggestions or ideas for system improvement**, providing qualitative feedback that supports further refinement of our platform.

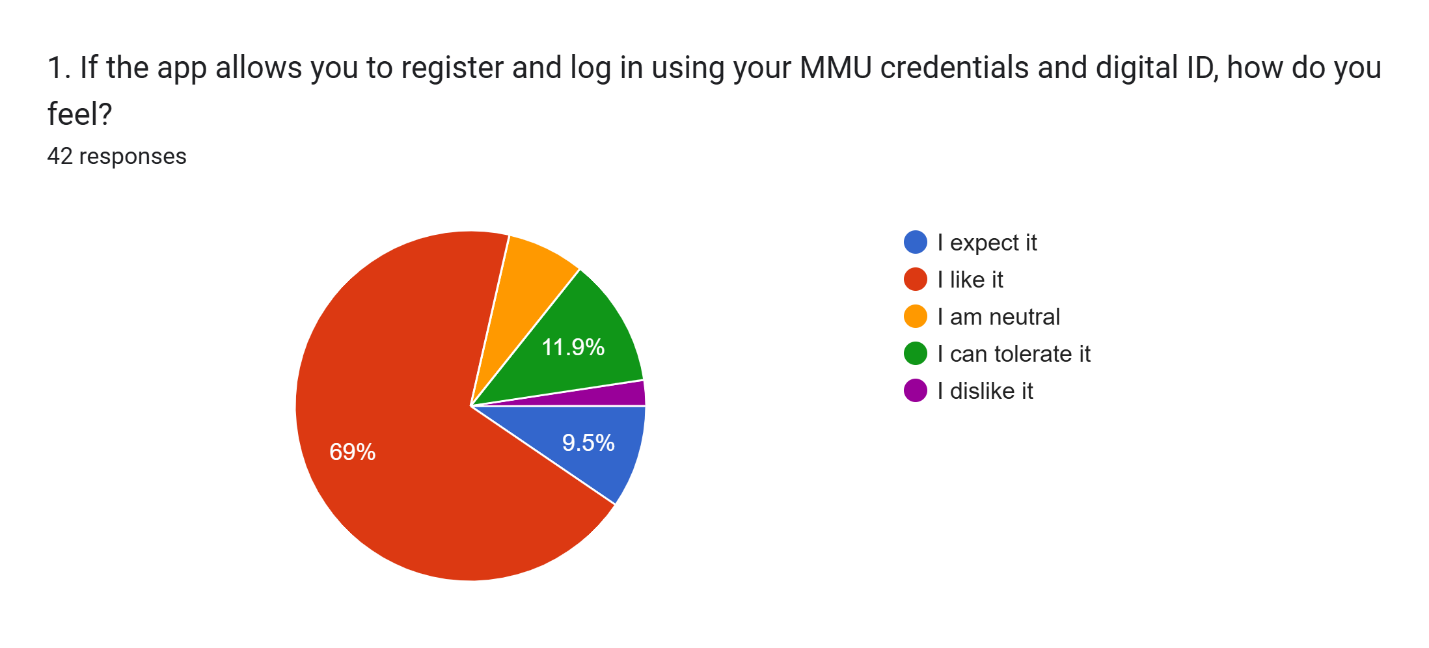
## 2.1 Result of Questionnaire

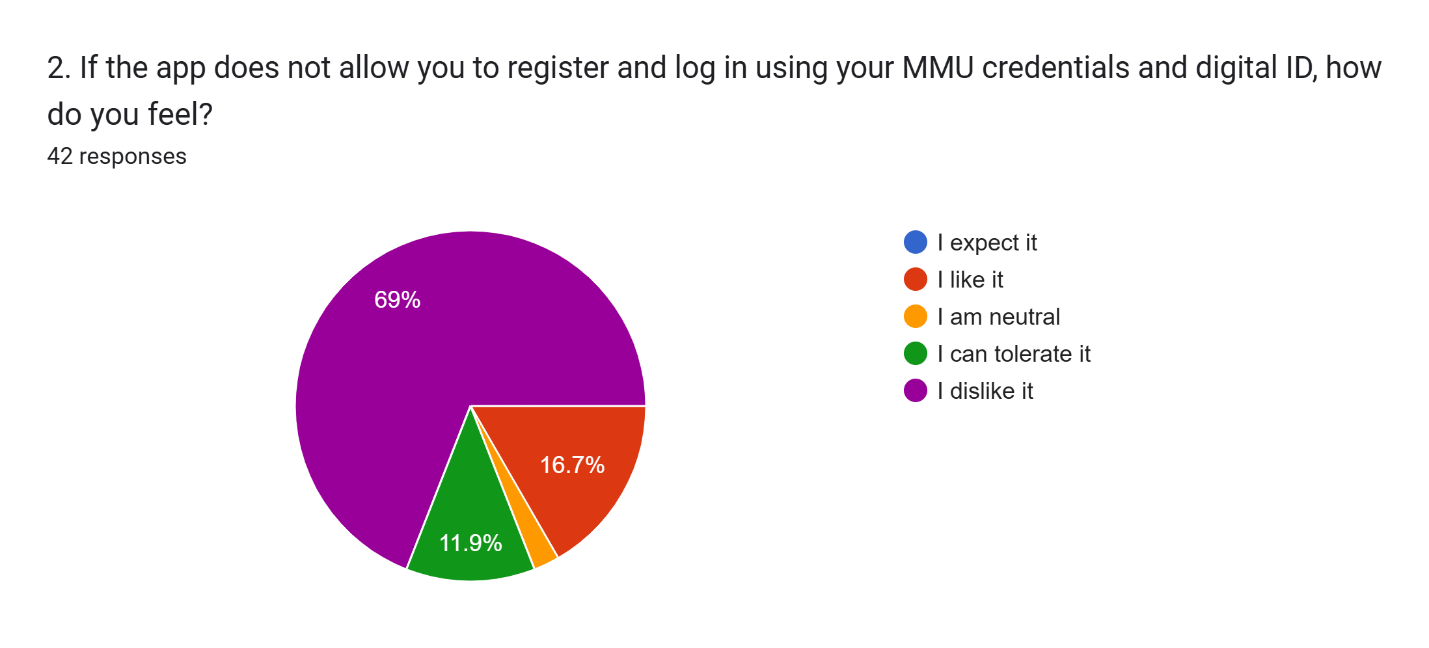
A total of 42 respondents have submitted the Google Form.

## A screenshot of a computer AI-generated content may be incorrect.

*Figure 2.1 Google Form Respondent*

## 2.1.1 User Onboarding & Digital ID Verification

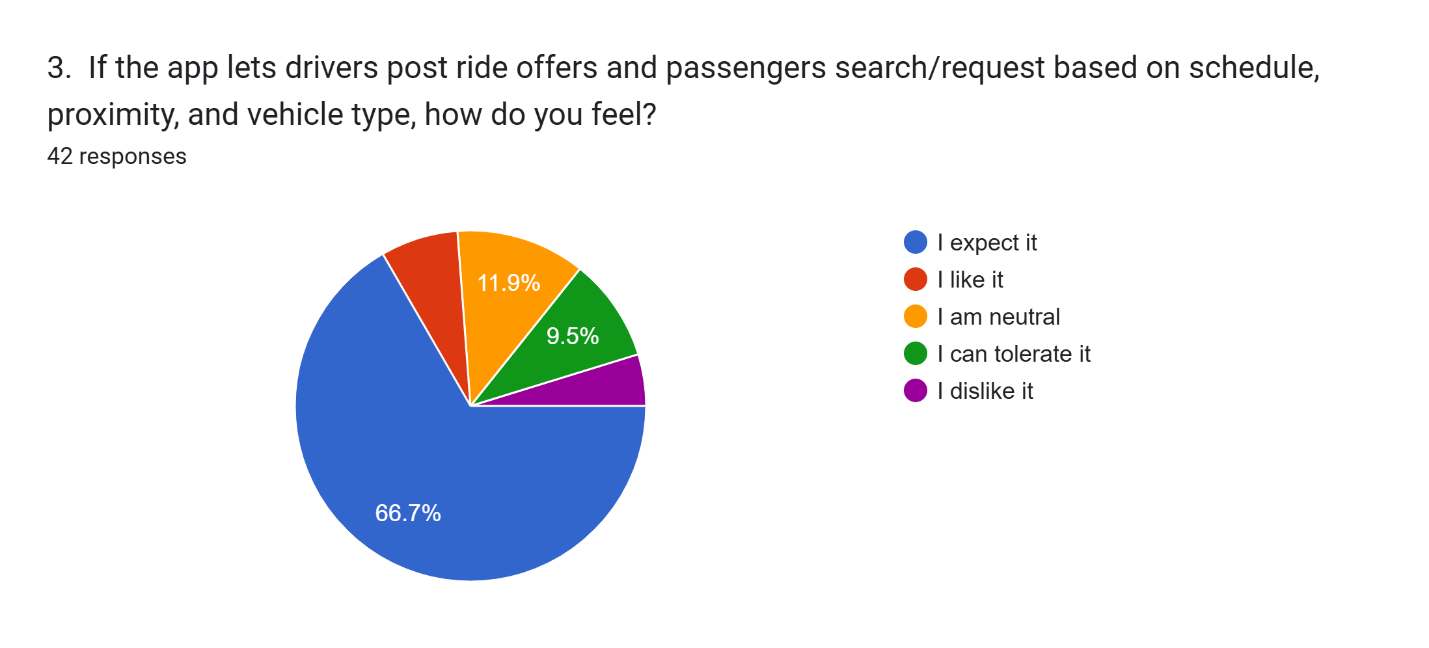


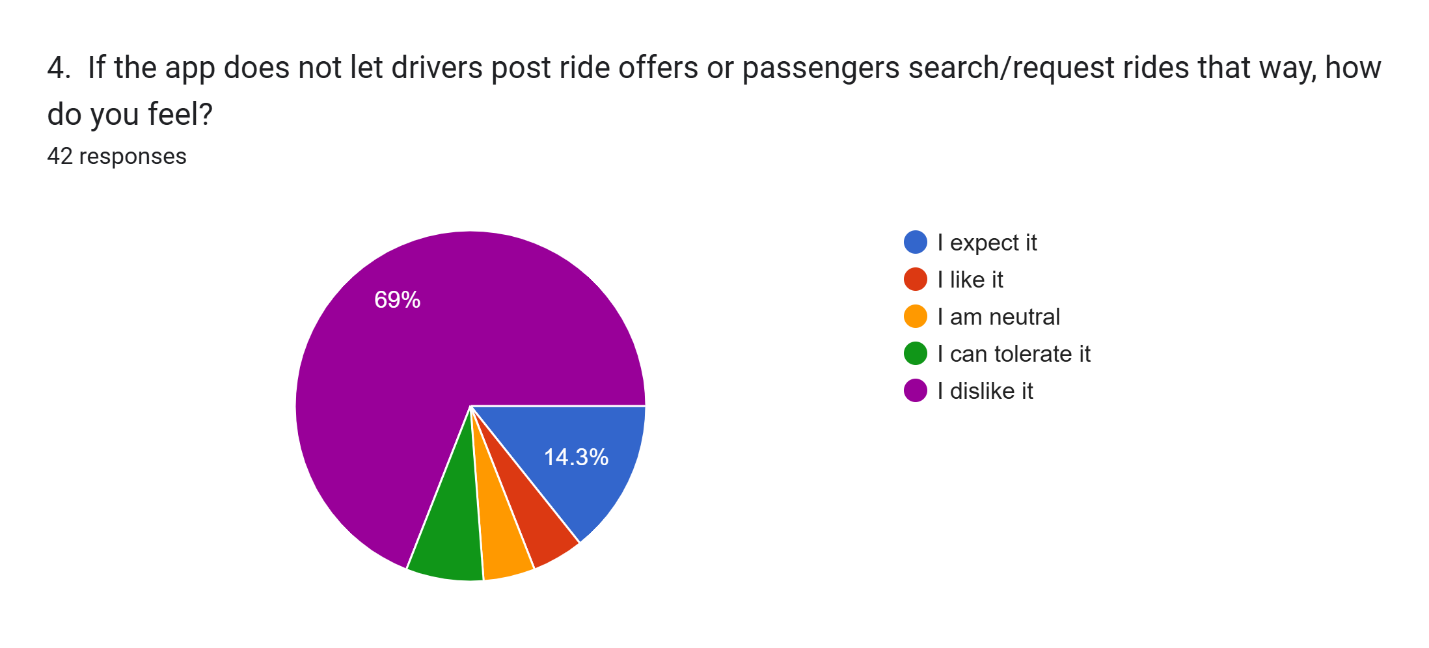


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| Question Type | Majority Response | Insight |
| Functional | I like it | Users highly value and expect the app to allow registration and login using MMU credentials and digital ID. |
| Dysfunctional | I dislike it | The absence of the ability to register and log in using MMU credentials and digital ID is strongly disliked by users. |

Kano Result: **Satisfiers**

## 2.1.2 Ride Offer & Request

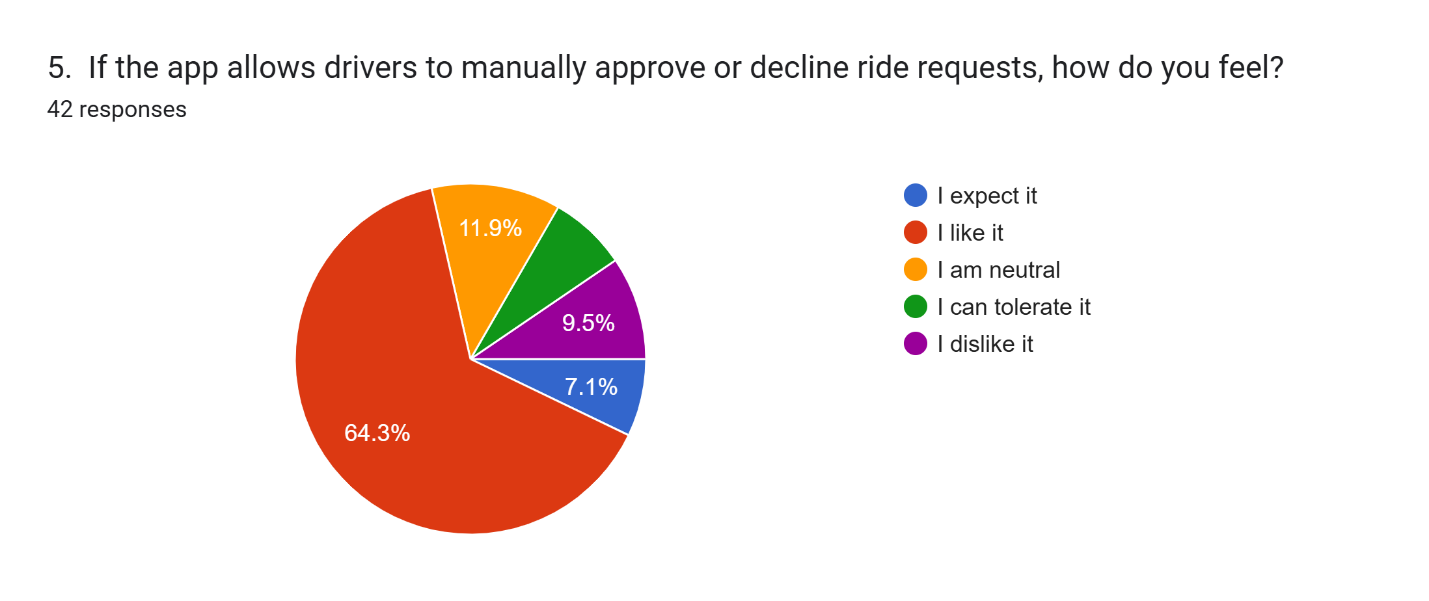


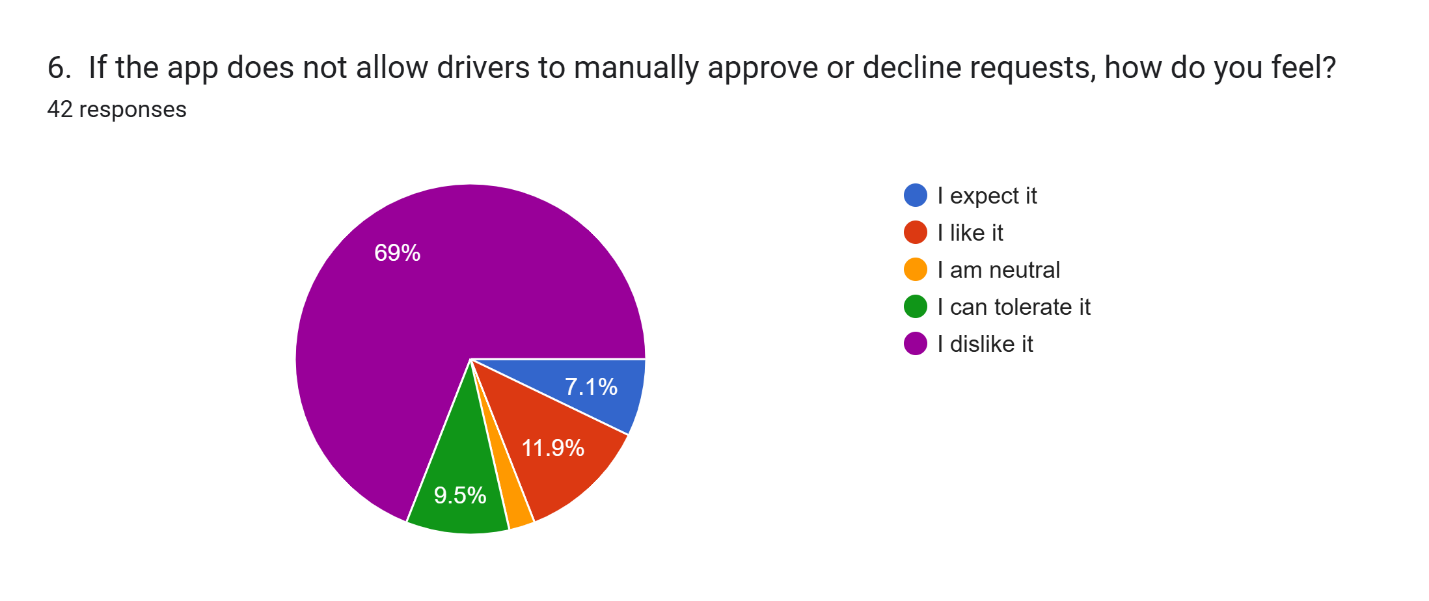


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| Question Type | Majority Response | Insight |
| Functional | I expect it | Users highly expect and value the app to allow drivers to post ride offers and passengers to search/request based on schedule, proximity, and vehicle type. |
| Dysfunctional | I dislike it | The absence of features allowing drivers to post ride offers and passengers to search/request rides based on schedule, proximity, and vehicle type is strongly disliked by users. |

Kano Result: **Dissatisfiers**

## 2.1.3 Manual Ride Matching

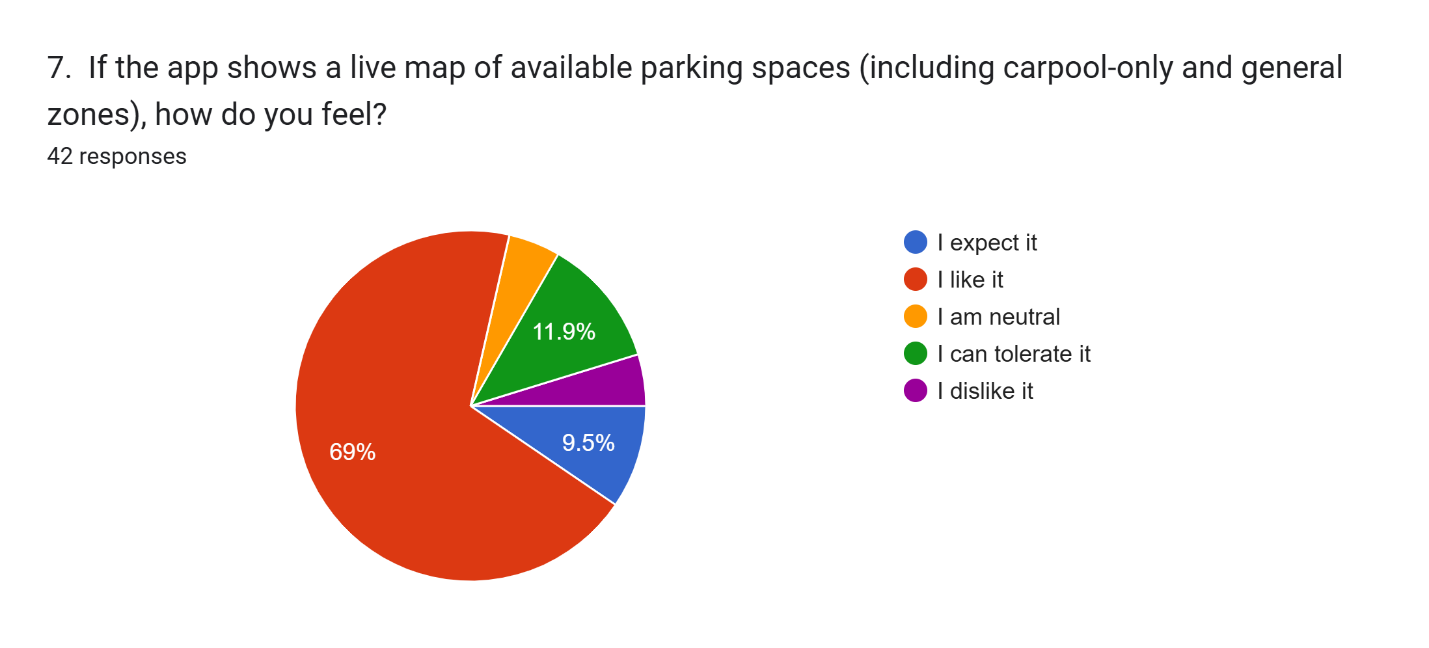


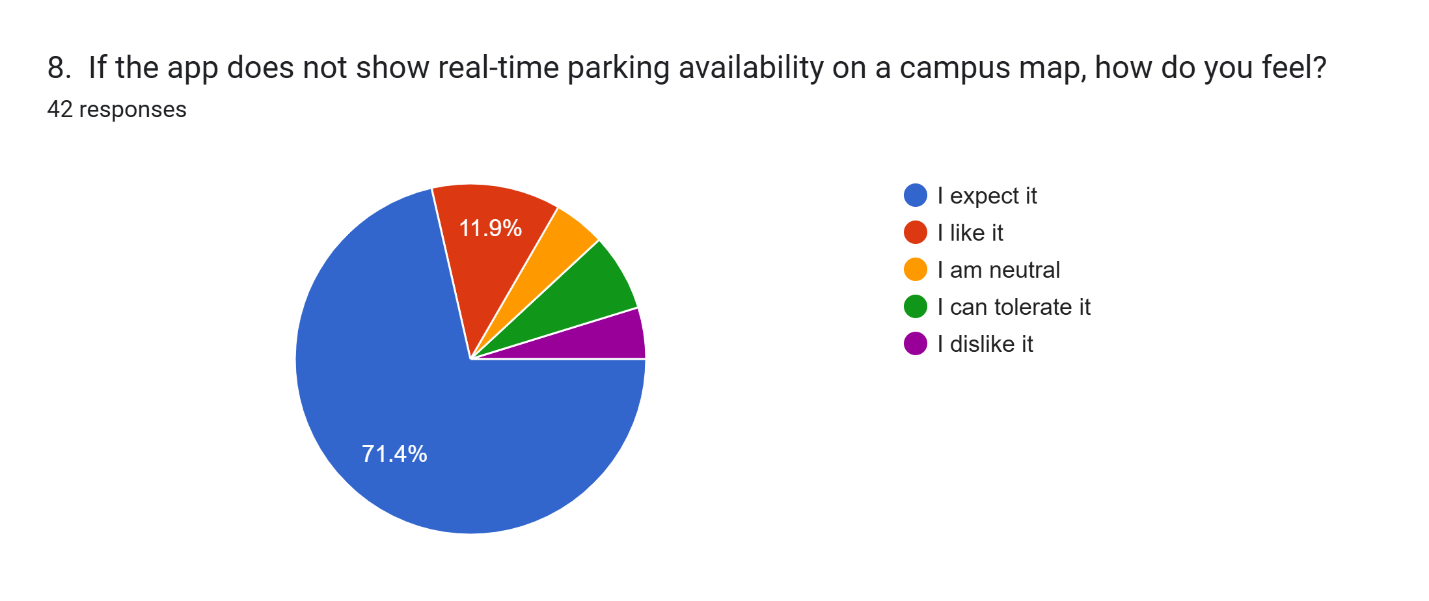


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| Question Type | Majority Response | Insight |
| Functional | I like it | Users strongly prefer and value the ability for drivers to manually approve or decline ride requests. |
| Dysfunctional | I dislike it | The absence of drivers being able to manually approve or decline ride requests is strongly disliked by users. |

Kano Result: **Satisfiers**

## 2.1.4 Real-Time Campus Parking Availability

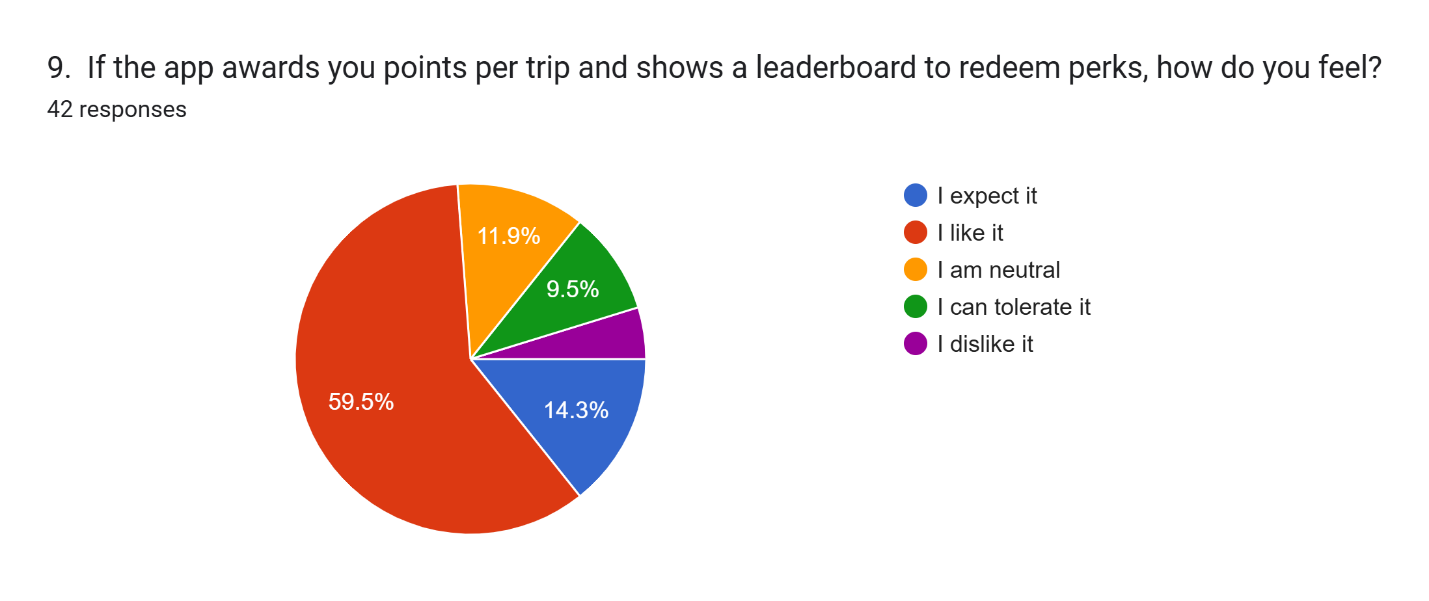


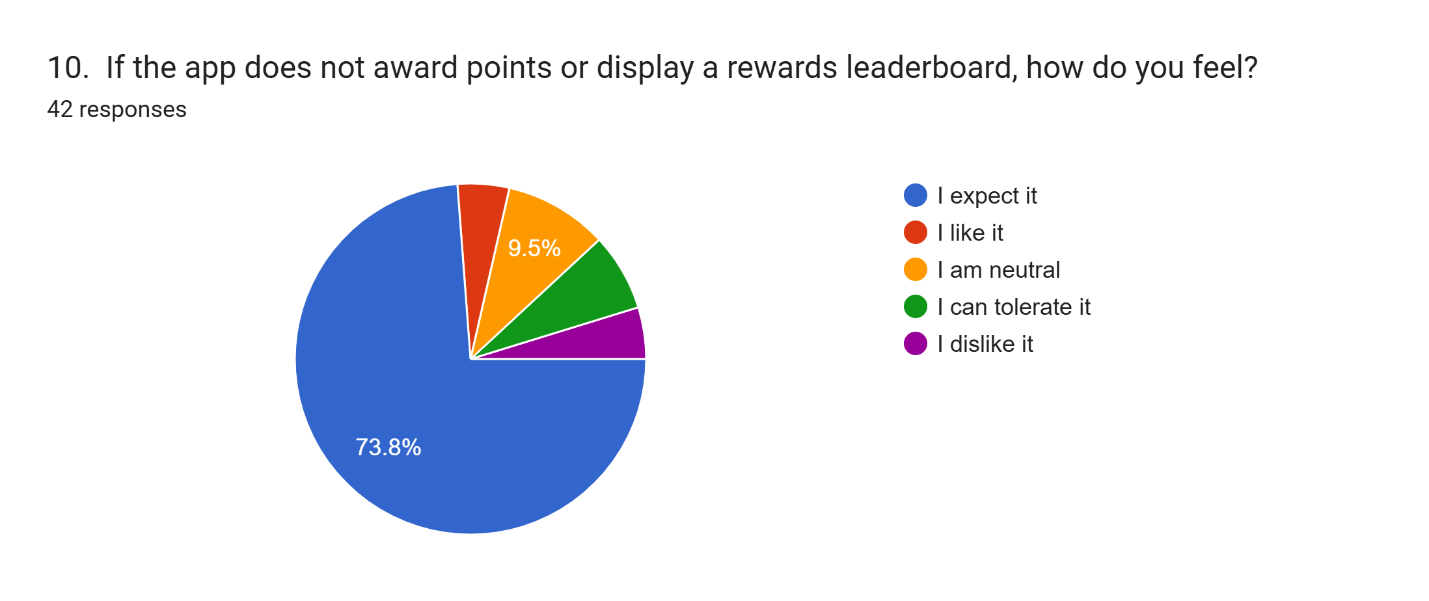


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| Question Type | Majority Response | Insight |
| Functional | I like it | Users highly prefer and value the app showing a live map of available parking spaces, including carpool-only and general zones. |
| Dysfunctional | I expect it | Users strongly expect the app to show real-time parking availability on a campus map. The absence of this feature would be a significant drawback. |

Kano Result: **Delighters**

## 2.1.5 Reward Points & Leaderboard System

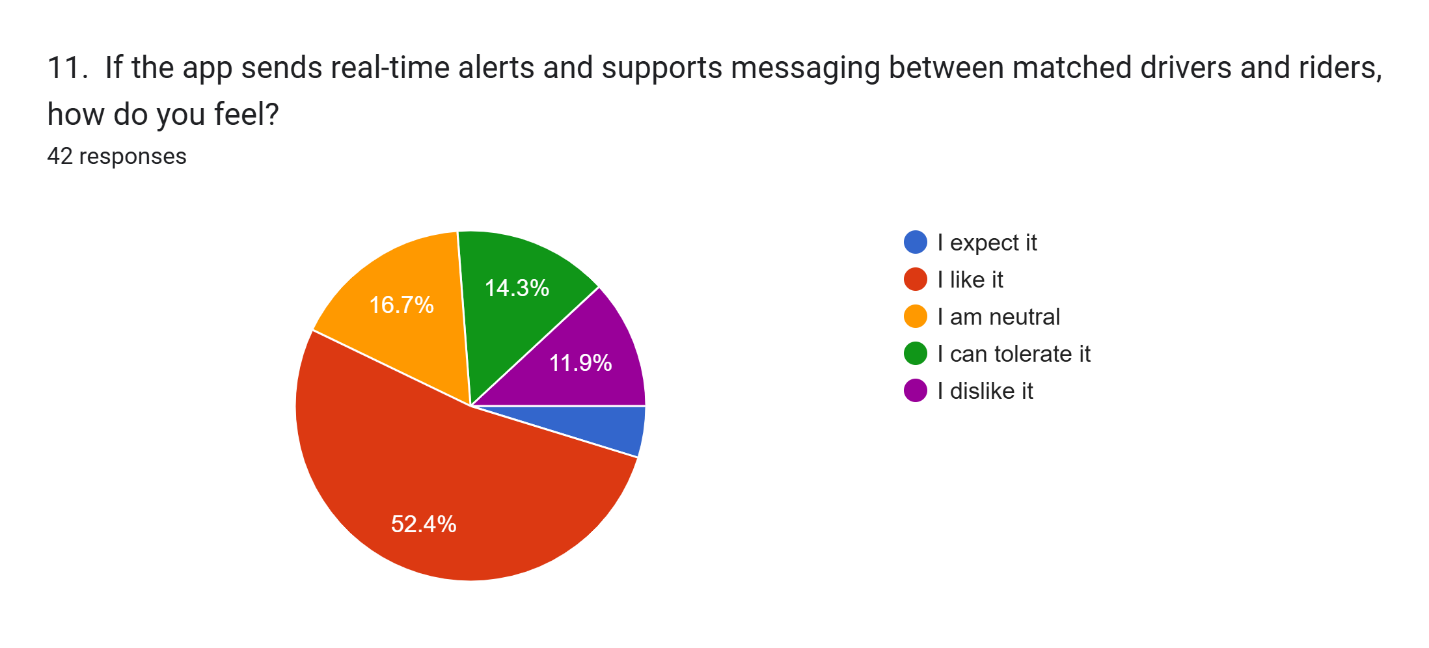


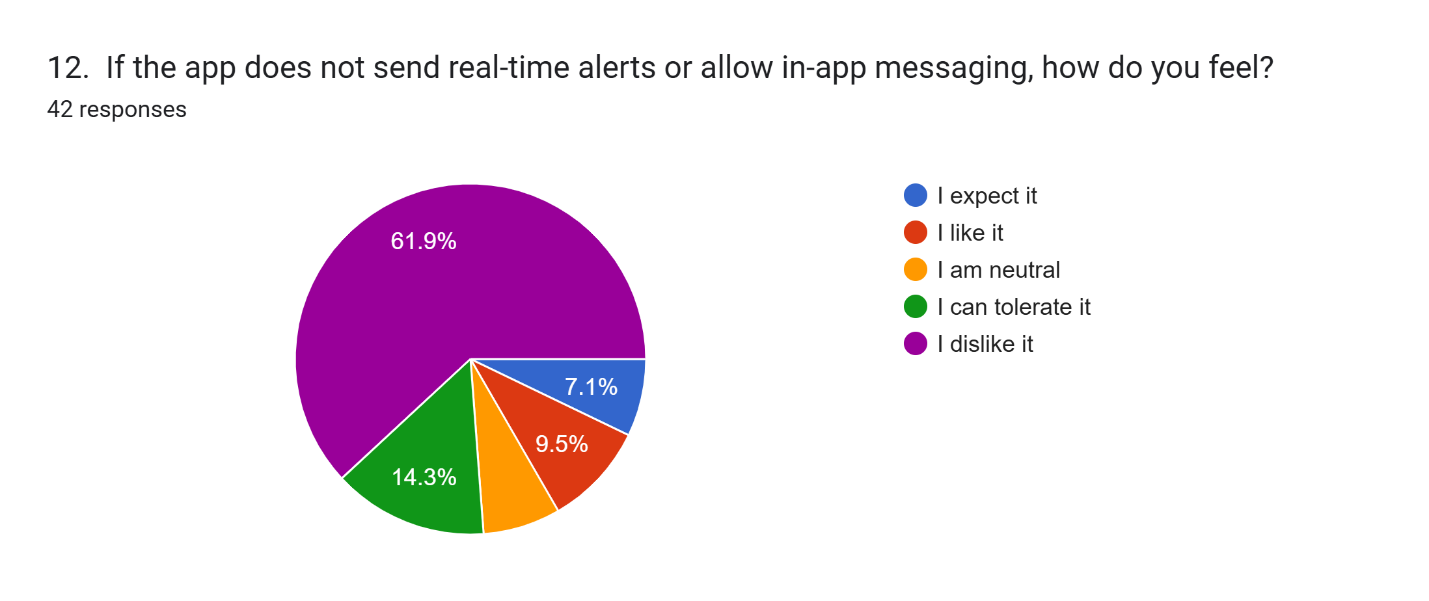


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| Question Type | Majority Response | Insight |
| Functional | I like it | Users highly appreciate and value the app awarding points per trip and displaying a leaderboard for redeeming perks. |
| Dysfunctional | I expect it | Users strongly expect the app to *not* award points or display a rewards leaderboard, suggesting a preference for simplicity or a focus on core functionality over gamification. |

Kano Result: **Delighters**

## 2.1.6 Push Notifications & In-App Messaging

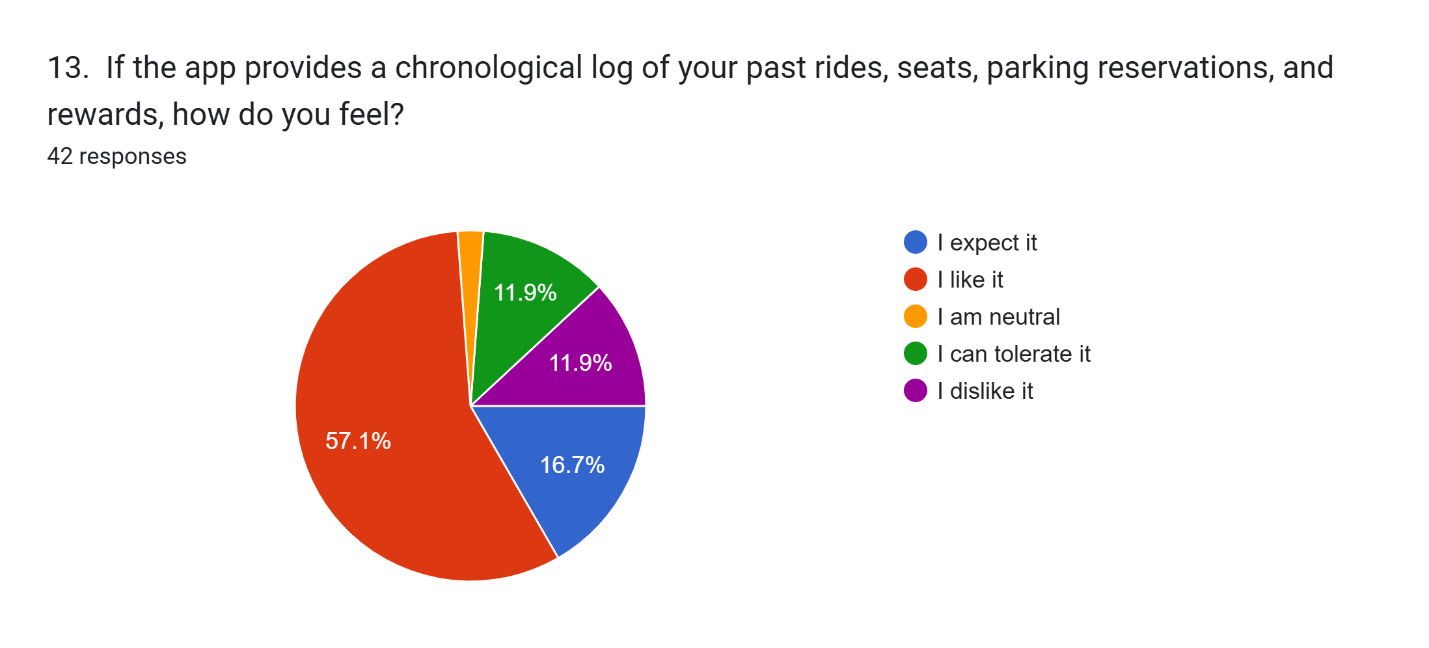


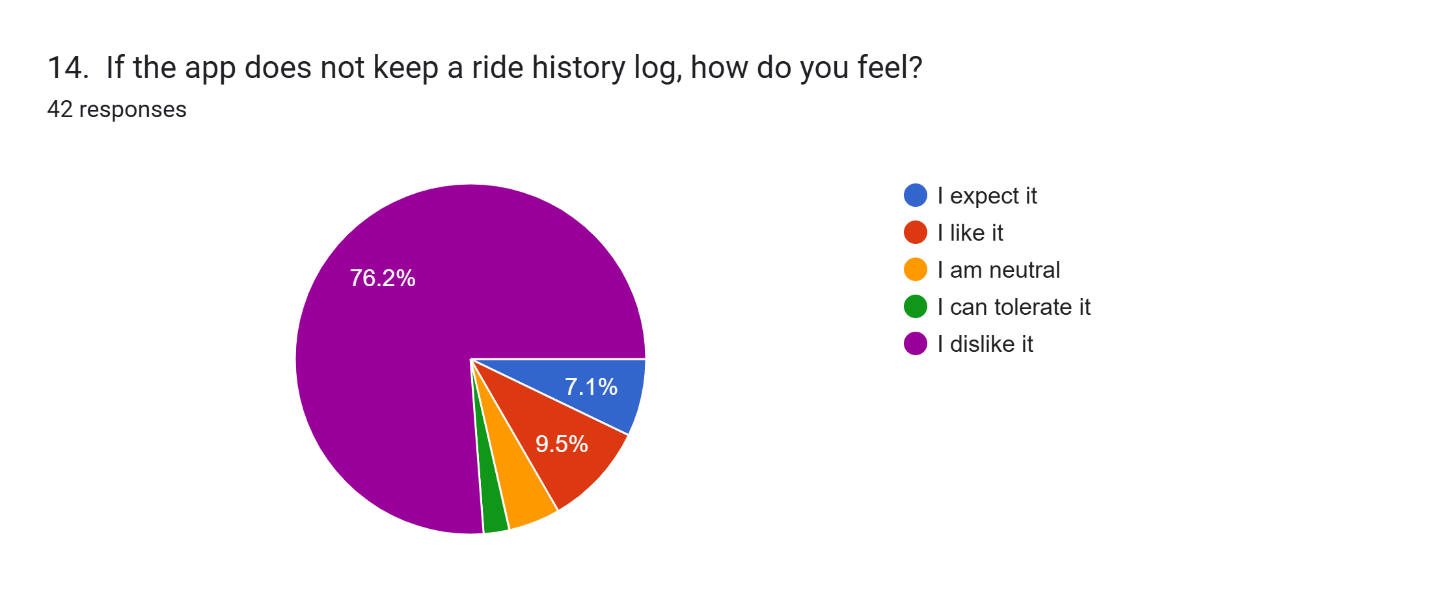


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| Question Type | Majority Response | Insight |
| Functional | I like it | Users highly appreciate and value the app sending real-time alerts and supporting messaging between matched drivers and riders. |
| Dysfunctional | I dislike it | The absence of real-time alerts and in-app messaging is strongly disliked by users. |

Kano Result: **Satisfiers**

## 2.1.7 Ride History Tracking

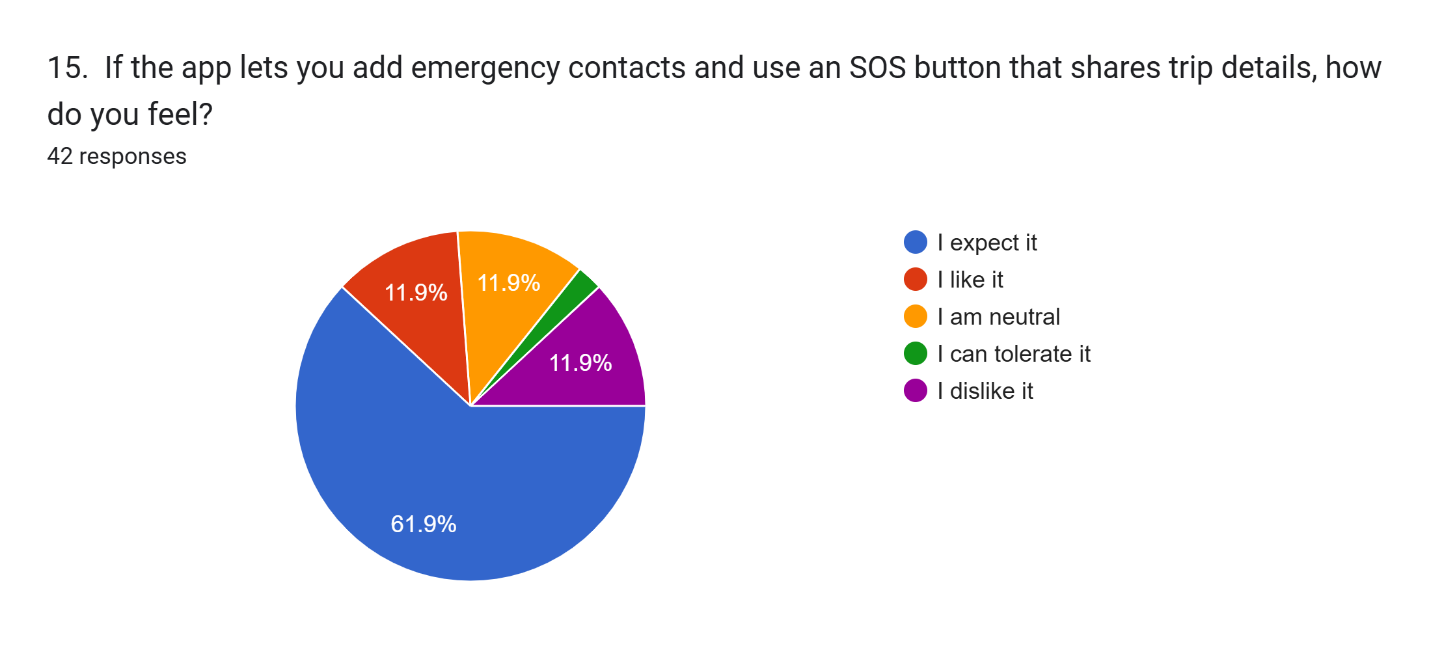


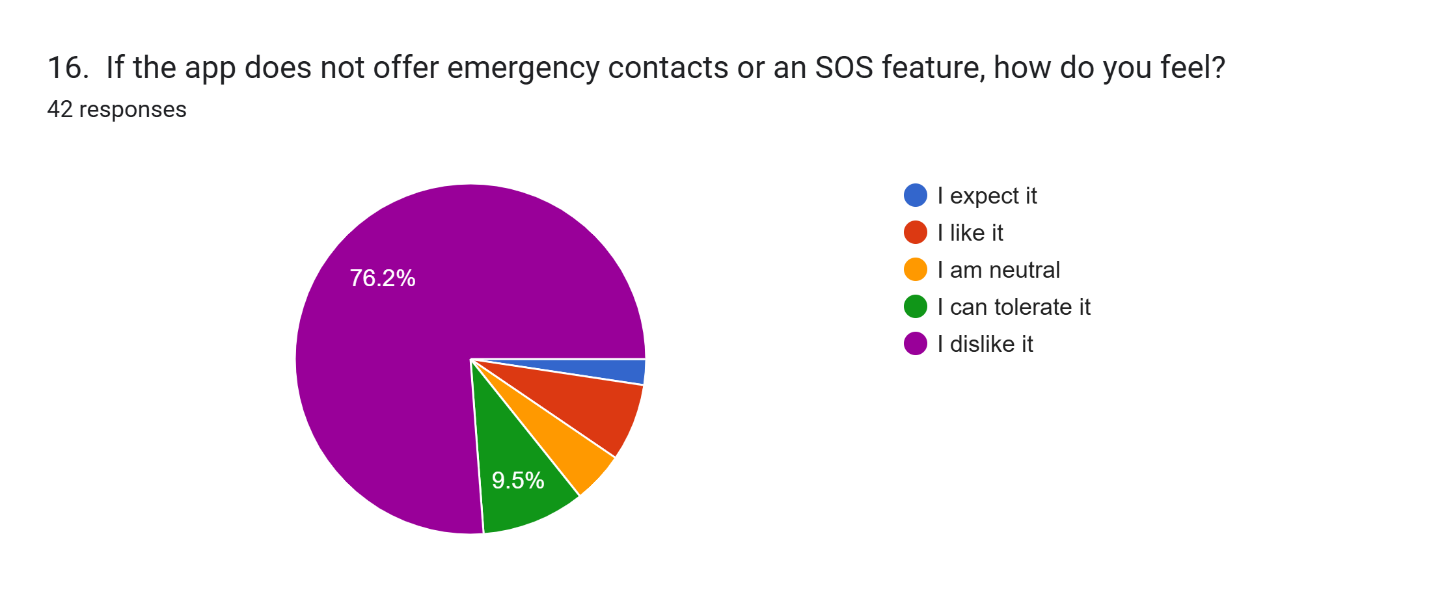


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| Question Type | Majority Response | Insight |
| Functional | I like it | Users highly appreciate and value the app providing a chronological log of past rides, seats, parking reservations, and rewards. |
| Dysfunctional | I dislike it | Absence of a detailed The absence of the app keeping a ride history log is strongly disliked by users. |

Kano Result: **Satisfiers**

## 2.1.8 Safety & Emergency Features

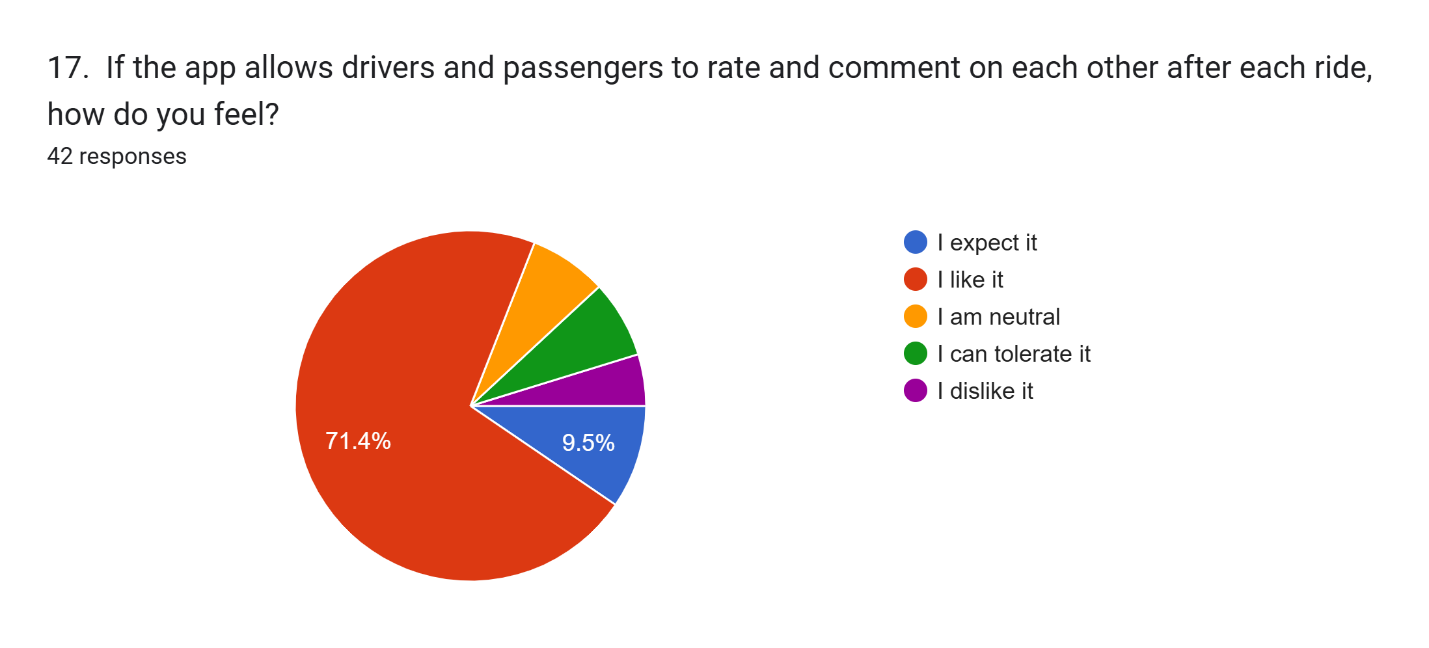


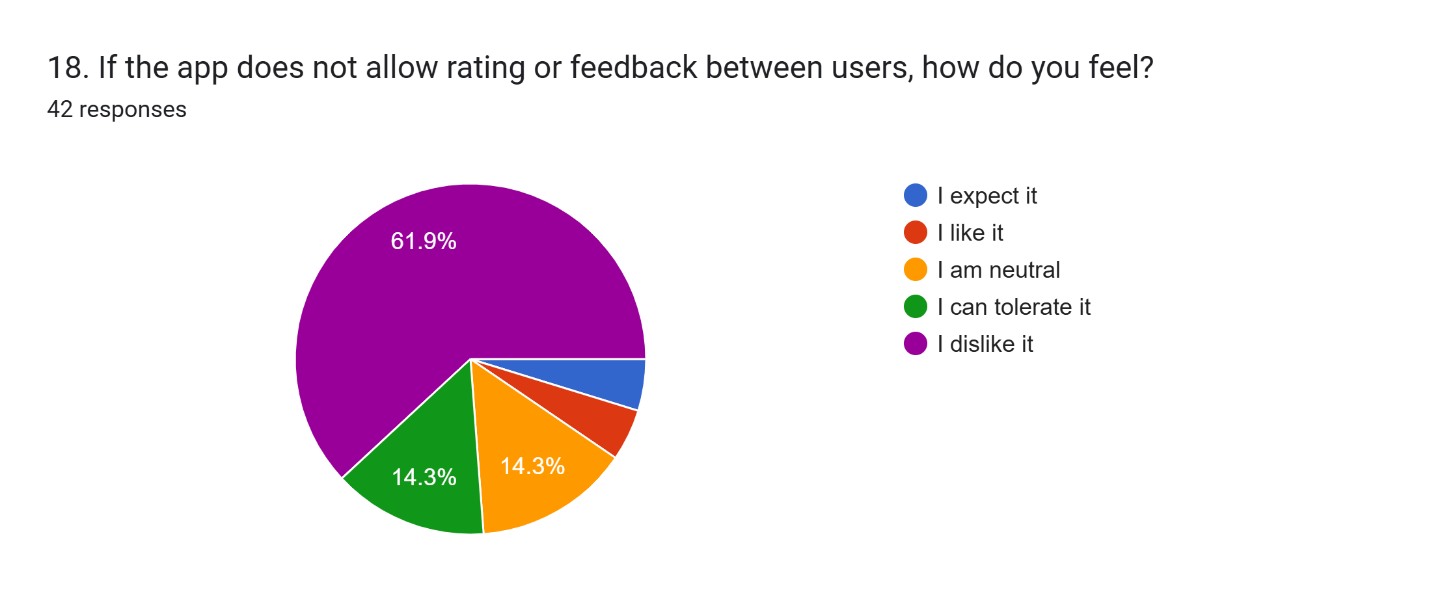


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| Question Type | Majority Response | Insight |
| Functional | I expect it | Users highly expect and value the app to allow adding emergency contacts and using an SOS button that shares trip details. |
| Dysfunctional | I dislike it | The absence of emergency contacts or an SOS feature is strongly disliked by users. |

Kano Result: **Dissatisfiers**

## 2.1.9 User Ratings & Feedback System

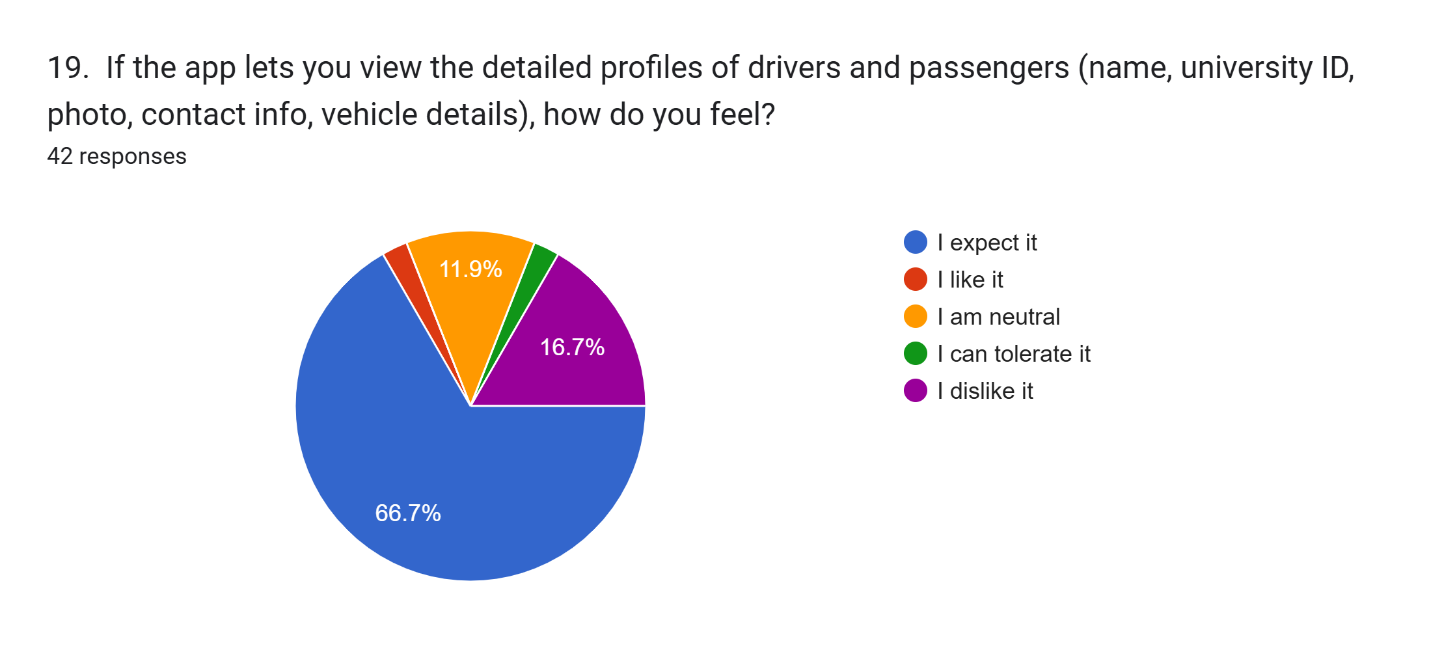


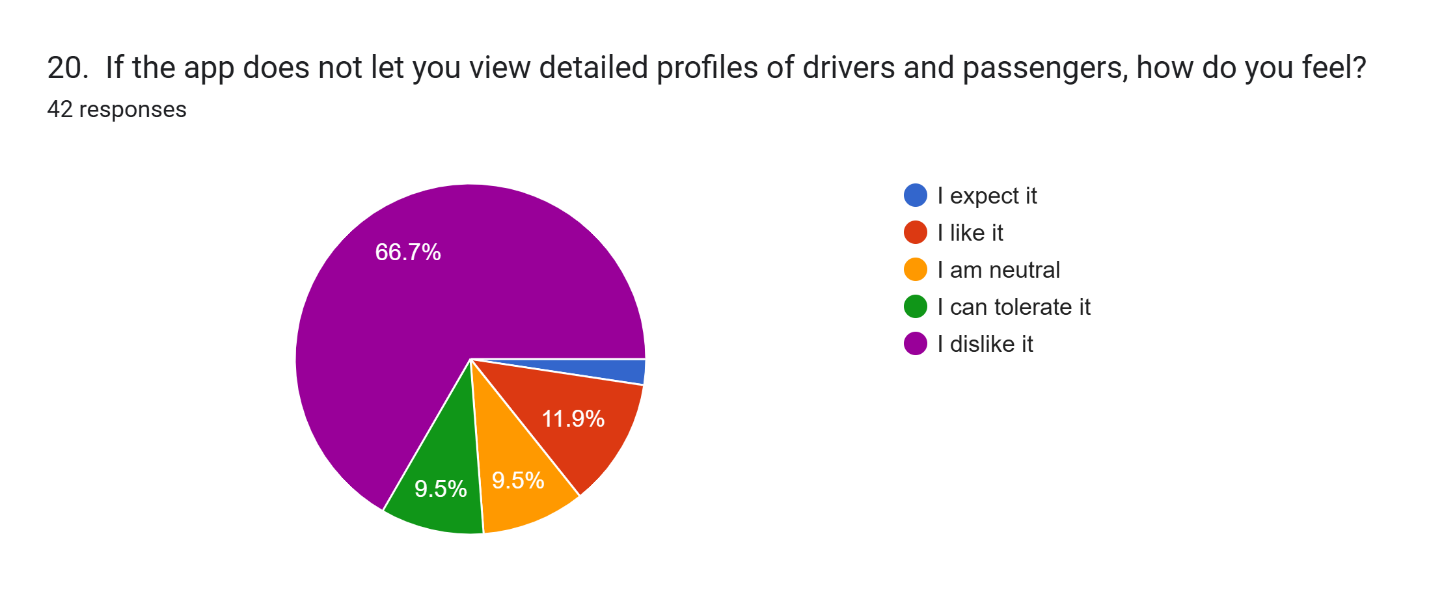


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| Question Type | Majority Response | Insight |
| Functional | I like it | Users highly value and appreciate the app allowing drivers and passengers to rate and comment on each other after each ride. |
| Dysfunctional | I dislike it | The absence of rating or feedback between users is strongly disliked by users. |

Kano Result: **Satisfiers**

## 2.1.10 Transparent User Profiles





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| Question Type | Majority Response | Insight |
| Functional | I expect it | Users highly expect and value the app to allow viewing detailed profiles of drivers and passengers (name, university ID, photo, contact info, vehicle details). |
| Dysfunctional | I dislike it | The absence of the ability to view detailed profiles of drivers and passengers is strongly disliked by users. |

Kano Result: **Dissatisfiers**

## 2.2 Source of Questionnaire

<https://docs.google.com/forms/d/e/1FAIpQLScaYkZNJcKqdPVg1tEbTLIpDdZL9fAFlJL3WMWo-plqJN5LLA/viewform>

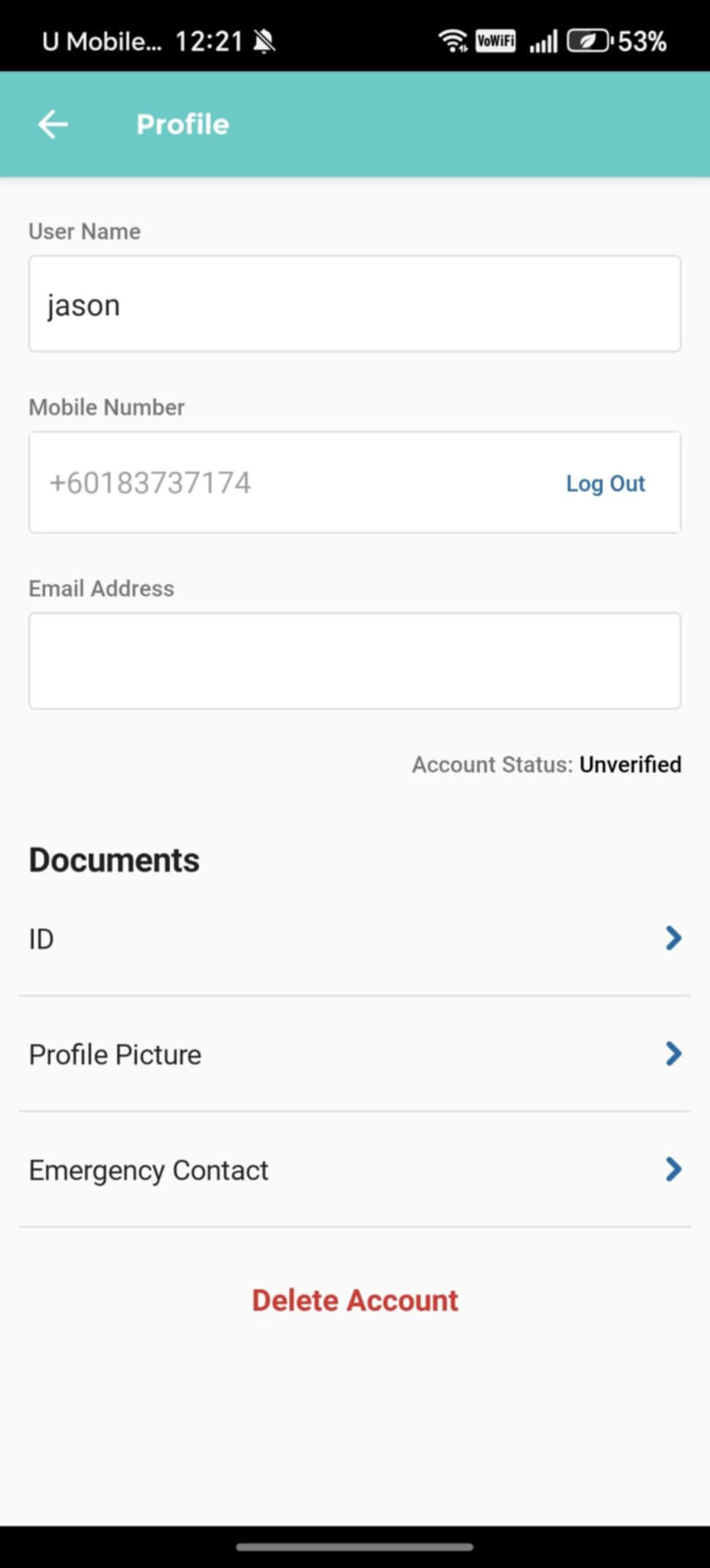
## 2.4 Summary

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| **Kano Category** | **Features** |
| **Dissatisfiers (Must-Haves)** | 1. Ride Offer & Request 2. Safety & Emergency Features 3. Transparent User Profiles |
| **Satisfiers (Expected Features)** | 1. User Onboarding & Digital ID 2. Manual Ride Matching 3. Push Notifications & In-App Messaging 4. Ride History Tracking 5. User Ratings & Feedback System |
| **Delighters (Unexpected Joys)** | 1. Real-Time Campus Parking Availability 2. Reward Points & Leaderboard System |

## 3.0 Observation

## 3.1 Kummute - Kumpool

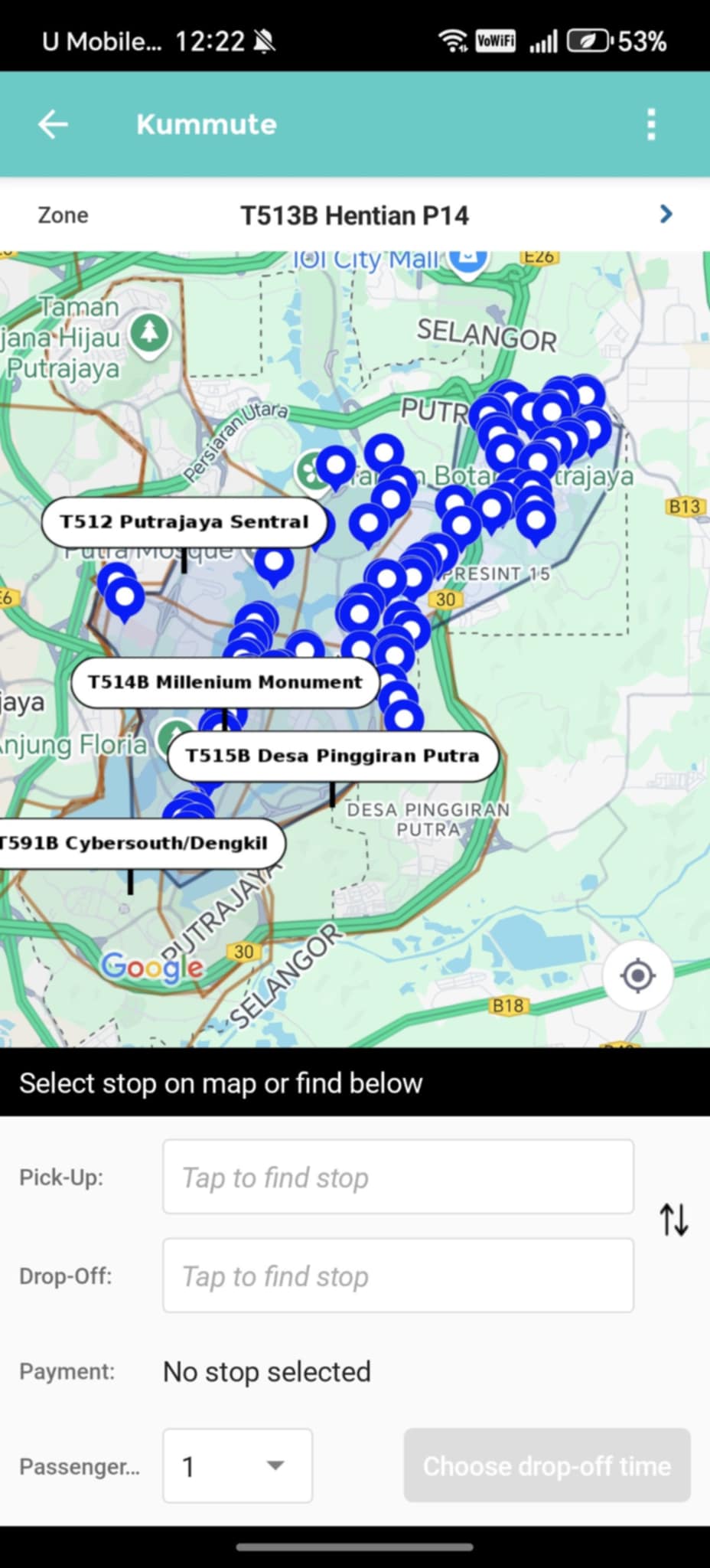
## 3.1.1 User Profile & Digital ID Verification



*Figure 3.1.1 Kumpool User Profile Settings*

The observed Kumpool platform includes key profile features such as user information, emergency contact, and document uploads. This directly influenced our system’s design, where we implemented MMU Single Sign-On (SSO) for user verification and included similar profile elements like name, university ID, contact details, and vehicle information. These similarities show how the reference guided us in structuring secure and complete user onboarding.

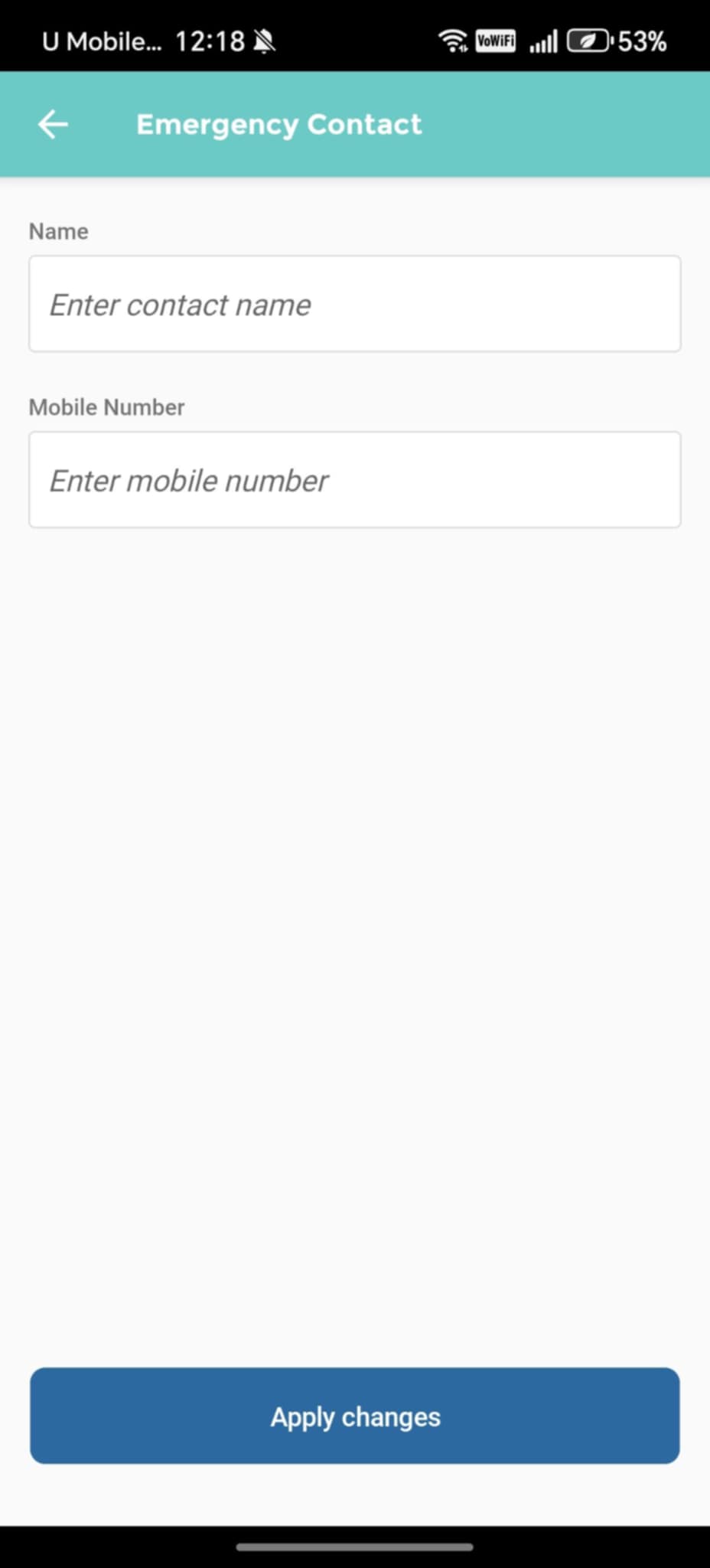
## 3.1.2 Ride Request & Searching



*Figure 3.1.2 Kumpool Search Rides*

The system enables passengers to search for rides by filtering available options according to schedule, proximity, and preferred vehicle type, allowing them to quickly find the most suitable ride. Similar to Kumpool, riders can select their pickup and drop-off locations, choose a payment method, and specify the number of passengers.

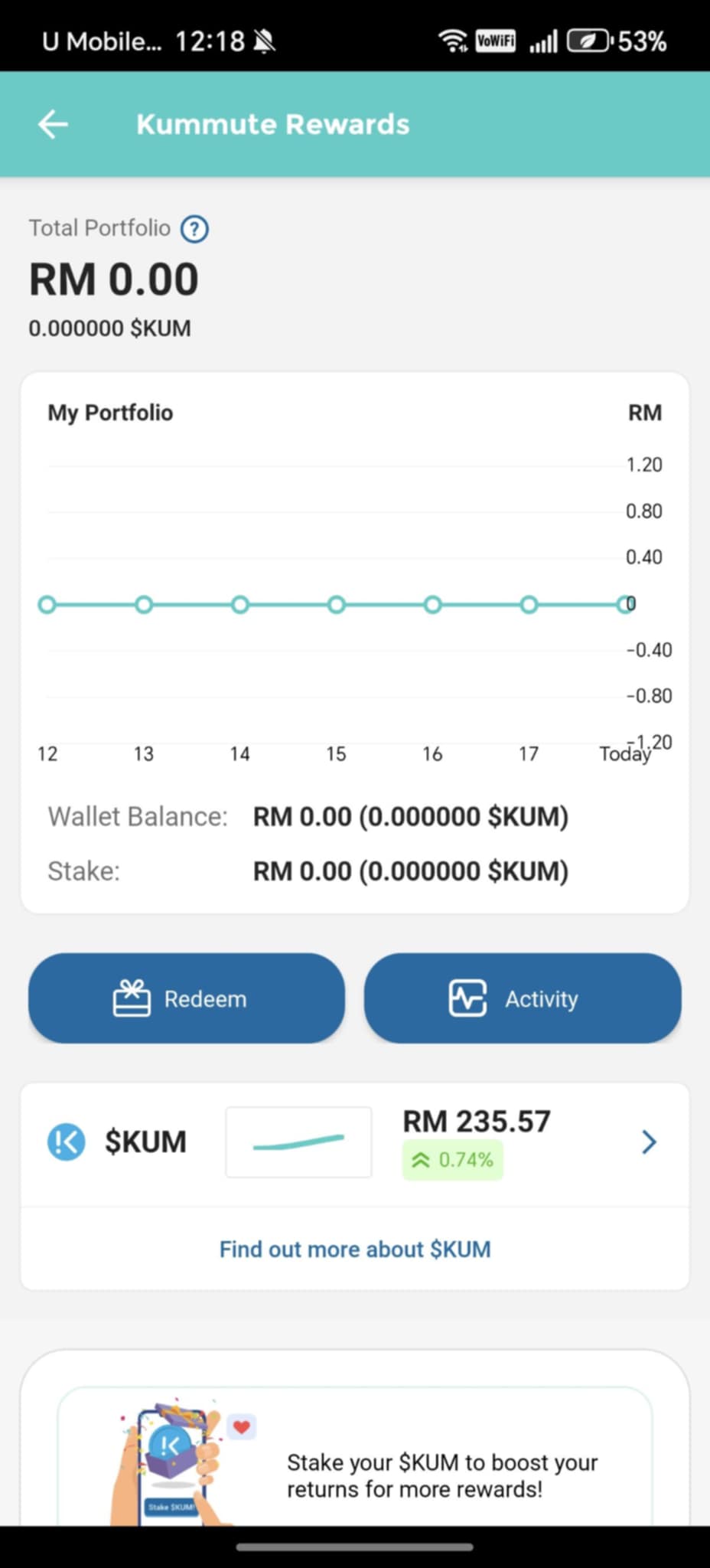
## 3.1.3 Safety & Emergency Features



*Figure 3.1.3 Kumpool Emergency Contact*

The observed platform includes essential safety features such as emergency contact functionality, allowing users to input their contact details. This influenced our system design by highlighting the importance of having emergency contacts readily available. This observation led us to specify additional requirements for an alert system that automatically shares real-time ride information with designated contacts, ensuring enhanced user safety in critical situations.

## 3.1.4 Incentives & Reward System

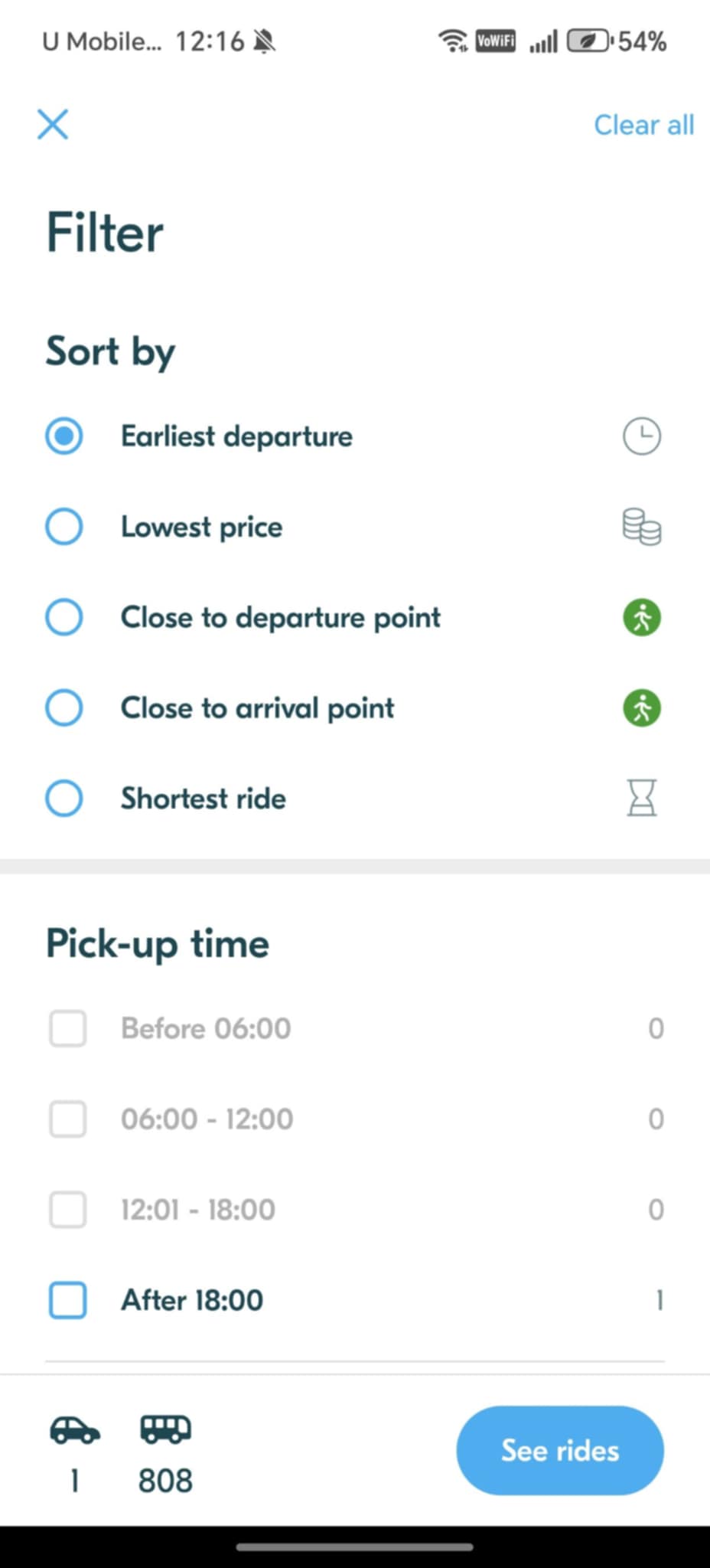


*Figure 3.1.4 Kumpool Reward System*

The observed Kummute Rewards interface showcases an effective incentive system that influenced our platform’s reward design. Inspired by this, we implemented a point-based structure where drivers and riders earn rewards, with university-specific redemption options. Visual elements like earnings tracking, leaderboards, and badges promote engagement and encourage ongoing participation in the carpooling program.

## 3.2 BlaBlaCar

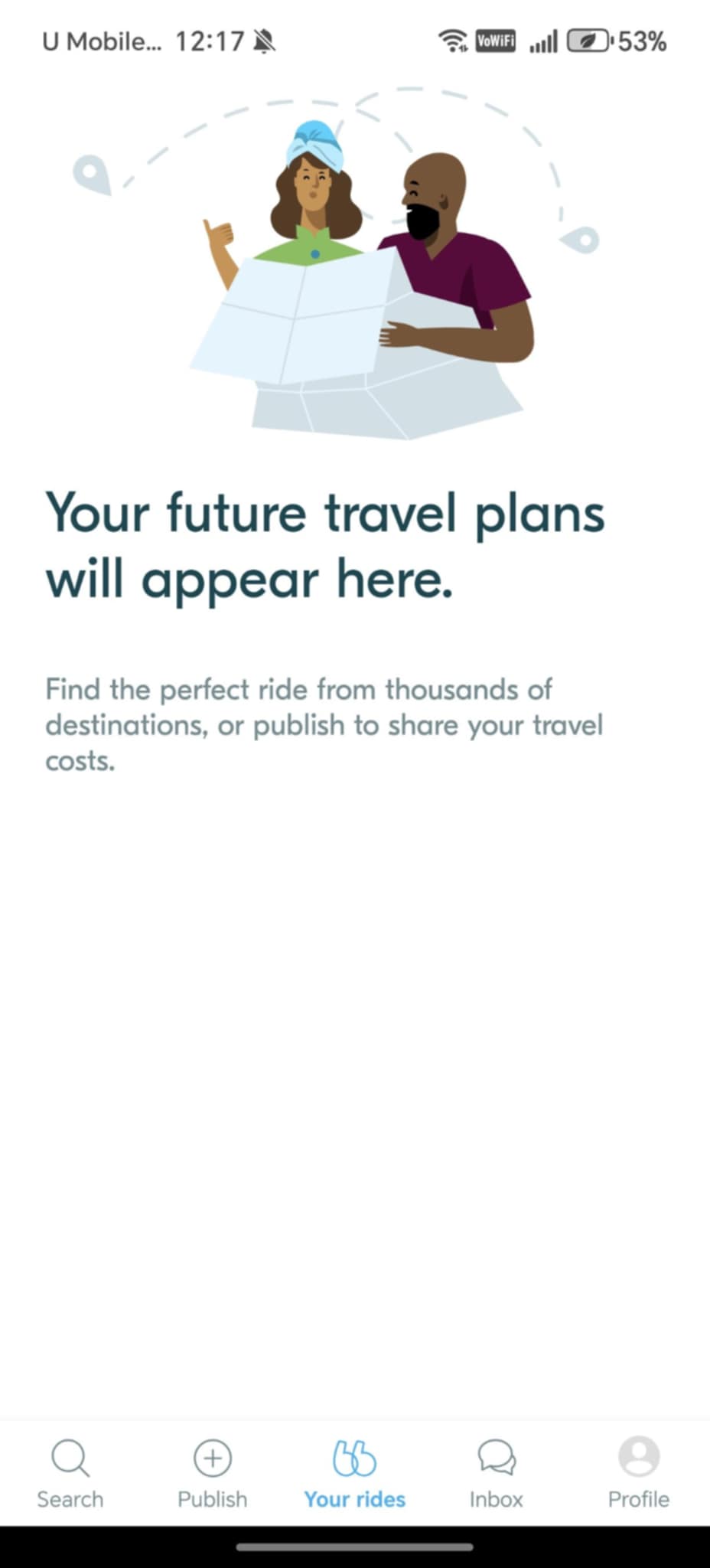
## 3.2.1 Rides Filter



*Figure 3.2.1 BlablaCar Search Filter*

The observed BlaBlaCar filtering interface shows an effective ride search system that influenced our platform’s design. By studying its filtering options, such as time, proximity, and ride details. We developed similar features that allow users to find suitable rides quickly. Our system also gives drivers control over passenger approval, ensuring balanced and efficient ride-matching experience.

## 3.2.2 View Ride History



*Figure 3.2.2 BlablaCar Ride History*

The observed BlaBlaCar travel plans screen influenced our implementation of the ride history feature. Inspired by its design, our system includes a clear chronological log where users can track past rides, seat usage, parking reservations, and rewards. This helps users monitor their activity while keeping the interface familiar and easy to navigate.

## 3.2.3 Chat History



*Figure 3.2.3 BlablaCar Inbox Interface*

The observed BlaBlaCar inbox interface highlights a useful communication feature that shaped our system's design. Inspired by this, we implemented in-app messaging for drivers and riders to coordinate rides. This ensures smooth, real-time communication tailored for university carpooling.

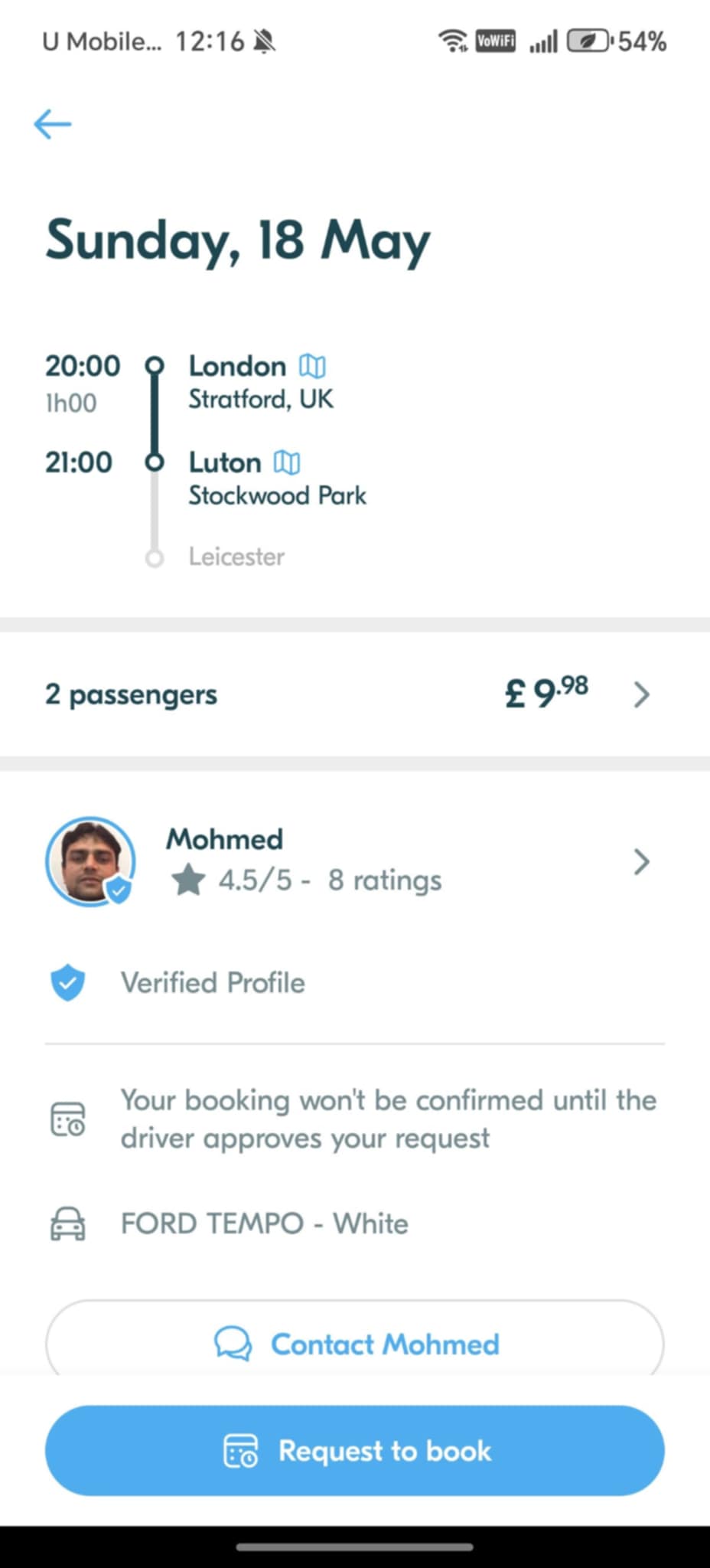
## 3.2.4 Rating & Feedback System



*Figure 3.2.4 BlablaCar Rating & Feedback System*

The observed BlaBlaCar platform includes a mutual rating and feedback system that promotes trust and accountability. Our system adopts this approach, allowing drivers and passengers to rate and comment on each other after each ride. This transparent process builds user reputation, encourages positive behavior, and helps users make informed decisions, enhancing overall confidence in the platform.

## 3.2.5 Manual Matching System



*Figure 3.2.5 BlablaCar Ride Matching Interface*

The observed BlaBlaCar platform uses a manual matching process, allowing drivers to review passenger profiles and approve or decline requests, enhancing safety and control. Our system adopts a similar approach, enabling drivers to make informed decisions based on passenger details, ensuring a secure and transparent ride-matching experience.

## 4.0 Mind Mapping