**Stakeholders Identification Table HOTEL SOFTWARE SYSTEM**

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| **Stakeholder** | **Stakeholder Role/Responsibility** | **Importance** | **Influence** | **Interests/ Positive Impacts** | **Concerns** |
| Owners and Managers of Hotel | Leadership, Financing | High They have a significant financial and strategic interest in the software's success, as it affects the hotel's operations and profitability. | High They have a strong influence over decision-making and can allocate resources for the project. | Increase hotel's clients and profitability. | Security of their investment. |
| Employees of Hotel | Users, Feedback | Medium They rely on the software for their daily tasks, so its functionality directly impacts their efficiency and job satisfaction. | Medium While they may provide valuable input, they typically have less influence on the overall project direction. | Improved service and efficiency. | Concerns about role changes. |
| Customers of Hotel | Engaged Users | High Customers expect a seamless experience, so the software's usability and features are crucial for guest satisfaction and repeat business. | High Customers' influence is mainly indirect through feedback, reviews, and the choice to return or not. | Positive customer experience. | Privacy and security concerns. |
| Hotel’s Finance Department | Financial Monitoring | Medium Financial accuracy, reporting, and cost control are essential for the hotel's financial health and compliance. | Medium They have influence over budget allocation but might not be deeply involved in software development decisions. | Control over expenses and revenues. | Complexity of using the system. |
| Hotel Marketing Department | Data Utilization | Medium Marketing relies on the software for promotions, guest data, and customer relationship management, making it crucial for marketing initiatives. | Medium They can provide input on marketing-related features but may not drive overall software development decisions. | Marketing strategies and personalization. | Customer data security. |
| IT Department | System Development, Maintenance | High IT is responsible for system stability, data security, and integration, making their role essential for the software's success. | High They have significant influence in the selection, implementation, and maintenance of the software and its technical aspects. | System security and reliability. | Lack of proper development resources. |
| Competitors | Project Monitoring | Medium Competitors' actions may influence the hotel's need for software improvements, but they are not direct stakeholders. | Medium Competitors' influence is mainly through market competition and innovation. | Influence on competitive strategies. | Concerns about losing customers. |
| Regulatory Authorities | Regulatory Compliance | High Compliance with regulations is crucial, and non-compliance can result in legal issues and financial penalties. | High Regulatory authorities have a significant influence on the software's requirements, data security,legal aspect | Compliance with regulations and laws. | Expenses for registration and compliance. |
| Software Engineers | The developer of the system software. | High Software engineers are responsible for designing and developing the software, making their expertise critical for the project's success. | High While they have technical influence, decisions may be driven by other stakeholders' requirements and priorities. | The developin a technically excellent, user-friendly, and secure system that enhances operational efficiency, customer service, and data accuracy. | The concerns includes technical challenges, data security, compliance, resource constraints, user acceptance, system downtime, maintenance and updates. |
| Project Software Manager | Overseeing software project development, defining goals, resource allocation, team management, and ensuring the software meets hotel requirements. | High Pivotal role in project success, responsible for project timeline, budget, and alignment with hotel needs. | High Holds a high degree of influence over the project team, key decision-maker, and liaises with various stakeholders. | Successful project completion - Meeting hotel's operational and business requirements - Quality assurance - Team productivity - Smooth implementation | Budget overruns - Project delays - Scope changes - Technical challenges - Communication issues |