Kano Model Categorization Table

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| **Kano Model Category** | **Requirement** | **Description** | **Source** |
| **Must-be (Basic Needs)** | Safety Features | Includes SOS button, trusted contacts, and live tracking for user safety. | Interviews, Survey |
|  | MMU ID Login Access | Allows users to sign in using their MMU ID for security and verification. | Interviews, Survey |
|  | Real-Time Parking Spot Information | Provides live updates on parking availability to reduce frustration. | Interviews, Survey |
|  | Digital Payments | Supports digital payment methods for convenience and transparency. | Interviews, Survey |
|  | User Registration and Digital ID Verification | Essential for secure sign-up and identity verification. | Document (requirements.docx) |
|  | Geolocation and Route Optimization | Fundamental for accurate ride navigation and optimization. | Document (requirements.docx) |
|  | Real-time Vehicle Tracking | Necessary for tracking rides in real-time for safety and convenience. | Document (requirements.docx) |
|  | Payment Processing and Multiple Payment Options | Essential for seamless transactions with various payment methods. | Document (requirements.docx) |
|  | Payment History | Provides access to transaction records for transparency. | Document (requirements.docx) |
|  | User Profile Management | Allows users to manage their personal and vehicle information. | Document (requirements.docx) |
|  | Digital Parking Permit and Enforcement | Essential for parking access and compliance. | Document (requirements.docx) |
|  | In-App Safety Tools | Includes SOS features for user safety. | Document (requirements.docx) |
|  | Driver Background Checks and Ratings | Ensures trust by vetting drivers. | Document (requirements.docx) |
|  | Vehicle and License Plate Verification | Verifies vehicles for security. | Document (requirements.docx) |
|  | Admin Dashboard | Essential for system oversight (admin-specific). | Document (requirements.docx) |
|  | Policy and Permission Management | Required for governance (admin-specific). | Document (requirements.docx) |
|  | Alerts and Maintenance | Necessary for system reliability (admin-specific). | Document (requirements.docx) |
|  | Mobile App for iOS and Android | Core access method for users. | Document (requirements.docx) |
|  | Performance Requirements (e.g., Response Time, Availability) | Essential for app functionality and user experience. | Document (requirements.docx) |
|  | Usability Requirements (e.g., Ease of Use, Efficiency) | Fundamental for a positive user experience. | Document (requirements.docx) |
|  | Interface Requirements (e.g., Clear Navigation, Minimalist Layouts) | Essential for intuitive app usage. | Document (requirements.docx) |
| **One-dimensional (Performance Needs)** | Fare Estimation and Cost Splitting | Accurate and fair pricing enhances satisfaction. | Interviews, Survey |
|  | Live Driver Tracking | Quality of tracking impacts trust and convenience. | Interviews, Survey |
|  | Advanced Ride Scheduling | Flexibility in scheduling improves user experience. | Interviews, Survey |
|  | Automated Gate Access | Efficiency of gate operations affects satisfaction. | Interviews, Survey |
|  | Ride Scheduling and Reservations | Greater flexibility boosts satisfaction. | Document (requirements.docx) |
|  | Parking Reservation and Prebook | Easier booking increases satisfaction. | Document (requirements.docx) |
|  | Reporting and Usage Analytics | Detailed insights improve admin satisfaction (admin-specific). | Document (requirements.docx) |
|  | Ratings and Reviews | Better feedback systems enhance trust and experience. | Document (requirements.docx) |
| **Attractive (Delighters)** | In-App Chat and Notifications | Convenient for communication but not essential. | Survey |
|  | Campus Map with Parking Zones | Enhances navigation but not critical. | Survey |
|  | Reporting Illegal Parking | Appeals to users frustrated with parking issues. | Survey |
|  | Dynamic Pricing and Incentives | Discounts and dynamic fees pleasantly surprise users. | Document (requirements.docx) |
|  | Suggestion Function | Allowing user input is an appealing bonus. | Document (requirements.docx) |
|  | Web Platform | Desktop access is an unexpected convenience. | Document (requirements.docx) |
| **Indifferent** | Ride Matching Across Roles | Mixed feelings; not a priority for most users. | Survey |
|  | Freeing Occupied Parking Spots | Low consensus; niche appeal. | Survey |
|  | Driver Approval Request | Mixed responses; not a major concern. | Survey |
| **Reverse** | Manual Pick-Up/Drop-Off Entry (No GPS) | Frustrates users accustomed to GPS automation. | Survey |
|  | No Payment History or Ride Details | Erodes trust and convenience. | Survey |

**Notes**

* **Must-be**: These are essential features users expect; their absence causes dissatisfaction.
* **One-dimensional**: These features increase satisfaction when improved and are tied to performance.
* **Attractive**: These are unexpected bonuses that delight users when present.
* **Indifferent**: Users are neutral about these features.
* **Reverse**: These features cause dissatisfaction when present and are better avoided.