# **Elicitation Output (Kano Model)**

## TT2L – Campus Ride-Sharing Platform with Parking System Integration

## **Introduction**

This document summarizes the output of the requirements elicitation process using the Kano Model. A Google Forms was created , where participants responded to questions about proposed system features. Based on their responses, requirements were categorized into three main categories: Dissatisfiers (Must-be), Satisfiers (Performance), Delighters (Exciters).

**Elicitation Method and Evidence**

The group created a Google Form consisting of questions for each feature. Below are screenshots or descriptions of the form and its responses as evidence of execution.

Here are the Google Form links : <https://docs.google.com/forms/d/e/1FAIpQLSdVG7BP3zv9ML78Zc1dUboT8MVYDur-44C-6xAZ0lTMfyAYEQ/viewform>

**Digital Id verification**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Dissatisfier

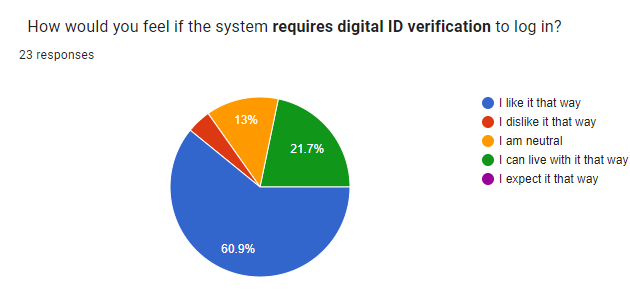


Figure 1  pie chart

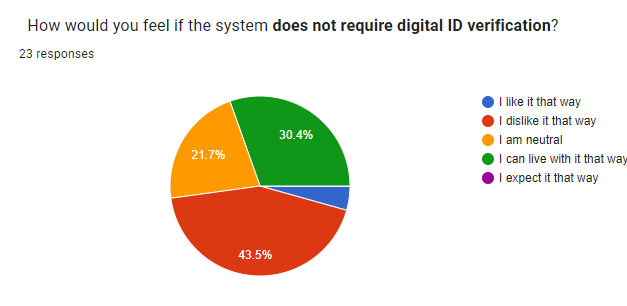


Figure 2 pie chart

**User profile management**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Dissatisfier

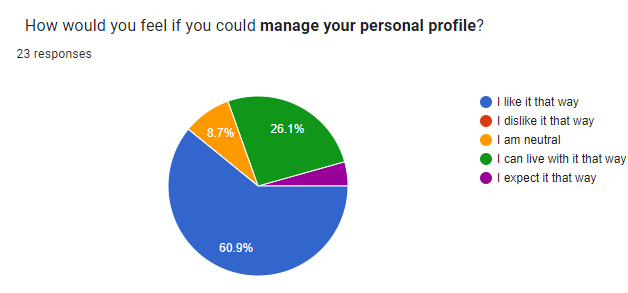


Figure 3 pie chart

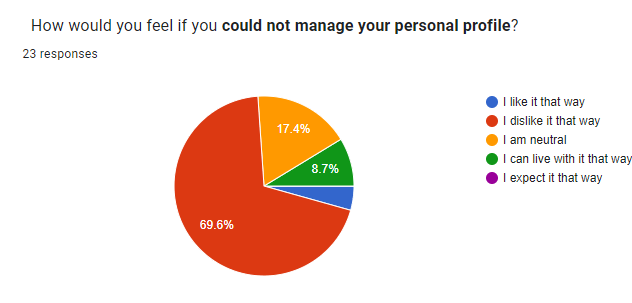


Figure 4 pie chart

**Estimated arrival time**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Satisfier

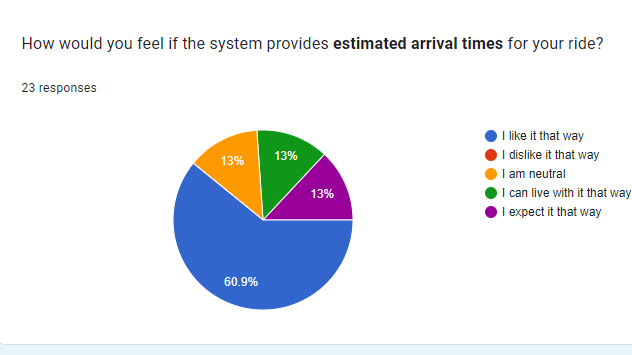


Figure 5 pie chart

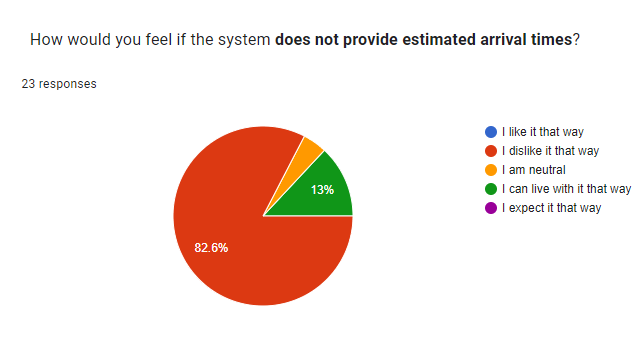


Figure 6 pie chart

**Carpool coordination scheduling**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Satisfier

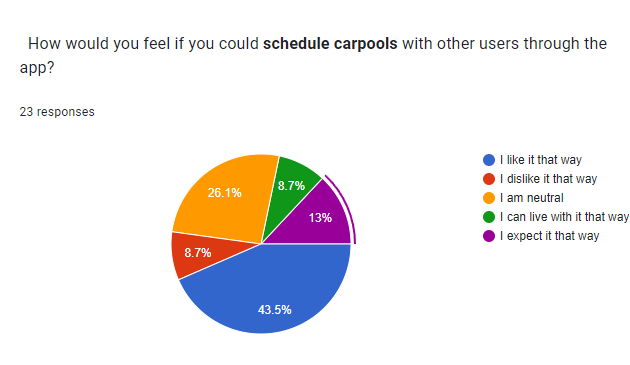


Figure 7 pie chart

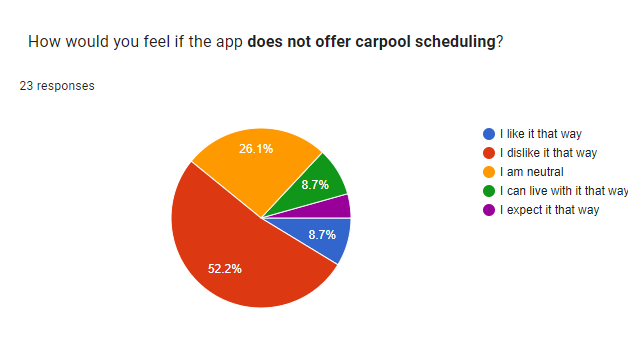


Figure 8 pie chart

**Real-time parking space availability**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Dissatisfier

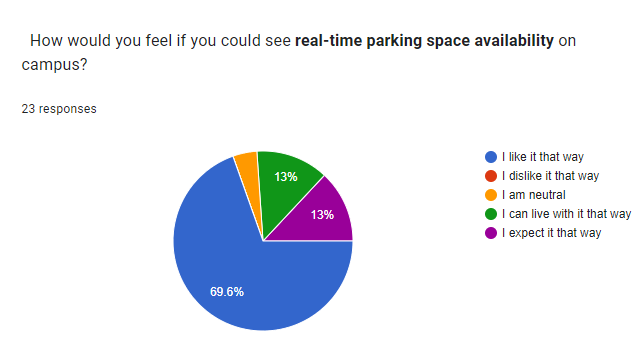


Figure 9 pie chart

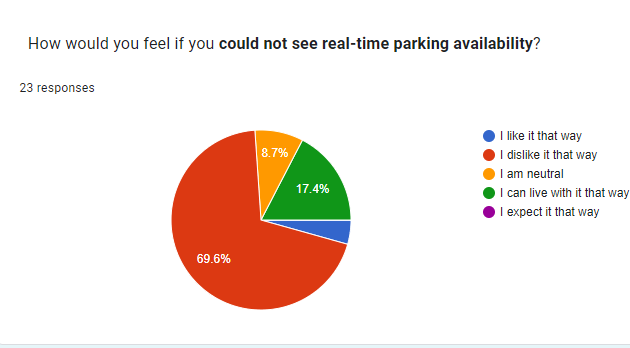


Figure 10 pie chart

**Display driver’s location**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Delighter

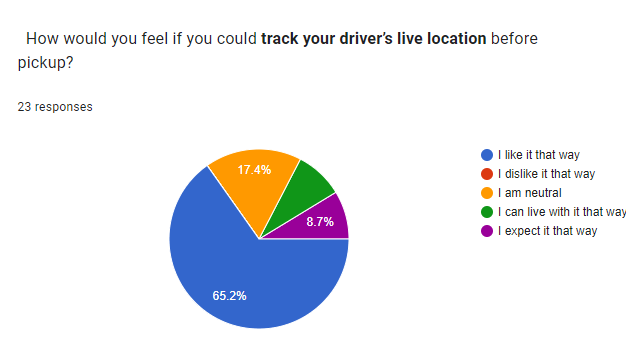


Figure 11 pie chart

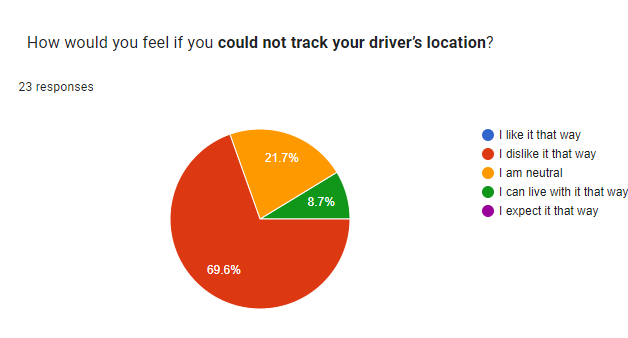


Figure 12 pie chart

**Interesting reward system for frequent carpoolers**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Delighter

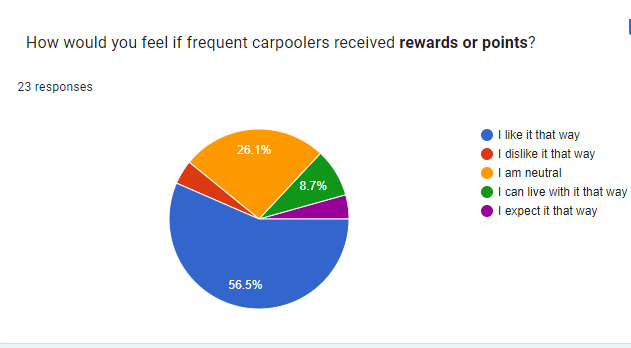


Figure 13 pie chart

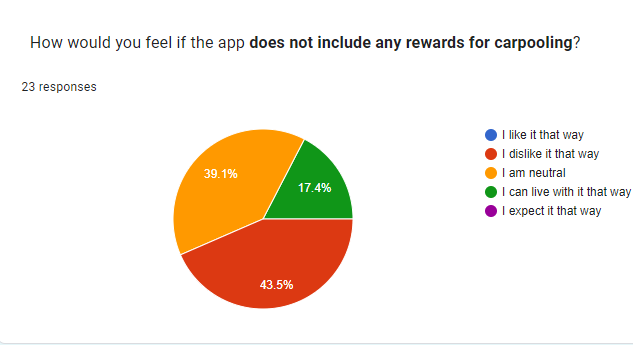
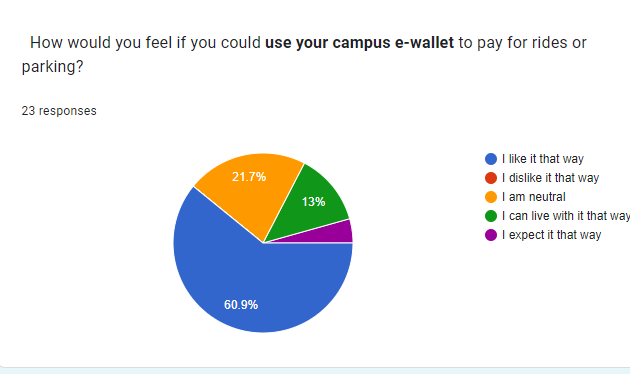


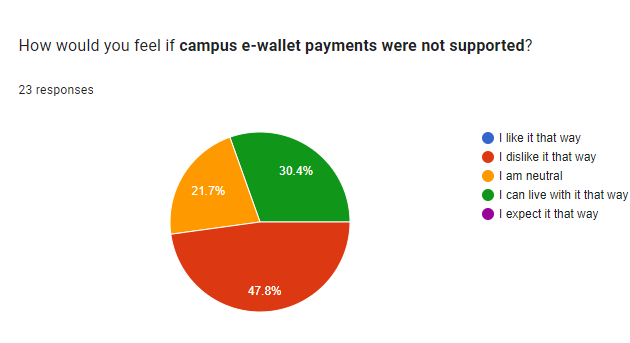
Figure 14 pie chart

**Integration with campus payment systems**

Based on survey responses, the majority of users selected “I like it that way” when it is present and “I dislike it that way” when it is absent.

→ Classified as: Delighter

Figure 15 pie chart

Figure 16 pie chart

The group member has conducted an interview as part of the elicitation process. The discussion focused on user expectations regarding system features. Key feedback was used to support Kano classification in the elicitation output.

(See session note for full details)

Elicited Requirements and Kano Classification

|  |  |  |
| --- | --- | --- |
| Requirements | Classification | Justification |
| Digital ID verification | Dissatisfier | This is a **mandatory security feature**. Users expect secure authentication when accessing campus systems. If missing, users will **lose trust**. |
| User Profile Management | Dissatisfier | Users **expect to manage their personal information** like name, contact, or parking details. If not available, they’ll feel **frustrated**. |
| Estimated arrival time | Satisfier | The more accurate the estimate arrival time, the more satisfied users will be. It's also directly tied to **usability and planning**. |
| Carpool coordination scheduling | Satisfier | This is a **core functionality**. The more effectively it works, the more **satisfied** users will be. If it’s missing or faulty, it lowers value. |
| Real-time parking space availability | Dissatisfier | Users **expect** to see this as a **standard part** of any modern parking system. If this feature is not absent, users may experience frustration and perceive the system as **outdated**. |
| Display driver’s location | Delighter | Many users **wouldn’t expect** the real-time driver location in a campus-only app, so it **exceeds expectation**. |
| Interesting reward system for frequent carpoolers | Delighter | An **unexpected bonus**. Encourages carpooling behavior. Users don’t expect it, but it will create **delight and engagement**. |
| Integration with campus payment systems | Delighter | **Innovative and smooth experience**. Simplifies user transactions. Users may not expect it, but it improves overall **app attractiveness**. |

## **Conclusion**

The Kano model categorization has helped identify which features are essential versus those that enhance user satisfaction.

* **Dissatisfiers** will be prioritized as baseline system requirements.
* **Satisfiers** will guide performance improvement.
* **Delighters** will be used to differentiate and enhance user engagement.