Stakeholder Analysis – Online Insurance Claim Processing System

The Online Insurance Claim Processing System involves several stakeholders who influence or are affected by the system. These stakeholders are categorized as primary and secondary based on their level of interaction and impact on the system.

The primary stakeholders include insurance policyholders, insurance administrators, and surveyors. Policyholders are the main users of the system, as they submit insurance claims, upload supporting documents, and track claim status. Insurance administrators are responsible for managing claims, assigning surveyors, and making final approval or rejection decisions. Surveyors play a critical role in evaluating claims, verifying documents, and assessing losses within the system.

The secondary stakeholders include insurance companies as organizations, regulatory authorities, and the IT support team. Insurance companies benefit from improved efficiency, reduced fraud, and better customer satisfaction. Regulatory authorities are concerned with compliance, transparency, and data protection. The IT support team is responsible for maintaining the system, handling technical issues, and ensuring system availability and security.