Stakeholder profiles:

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| ***Stakeholder*** | ***Major Value*** | ***Attitudes*** | ***Major Interests*** | ***Constraints*** |
| *Clinic owner* | *Easier management of the clinic* | *Customer-centric, innovative and solution provider* | *The quality of service to be provided to its patient will provide welfare* | *Limited knowledge on tech innovation that can aid clinic’s problem.* |
| *Staff* | *Reduce workloads* | *Hardworking and attentive to patient’s concern* | *Less work by not having to retrieve records manually and answering queueing concerns* | *Needs to be oriented in using a new software system* |
| *Doctors* | *Well accessibility and accurate medical records of patient* | *Working continuously throughout the day, handles various customer* | *Medical records of patient can be accessed easily, and procedures done, and other doctors note should be legible.* | *Doctors varies from age so some should be trained on using the tablet-based software.* |
| *patients* | *Less waiting time in the clinic* | *On the go, busy people* | *Getting number would be easier and waiting in the queue line would be shorter than before.* | *Must adhere to new policy and be familiar with using an application of the clinic.* |