

**TRIMESTER March/April, 2025**

**CSE6224 Software Requirements Engineering**

**PROJECT 1**

**Campus Accessibility Navigation System with Facilities and Event Integration**

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**Table of Content**

[**1. Elicitation Strategy 2**](#_fxcamzww9lal)

[1.1. Justification for Using the Kano Model Elicitation Strategy Overview 2](#_fh0rlv9v7uty)

[1.2. Classification of Requirement Using Kano Model 2](#_63ih8ipmk4m7)

[**2. Elicitation Execution and Findings 3**](#_6zxewkpffb5c)

[2.1. Categorized Requirements(Based on Kano) 3](#_as40ms6m5934)

[**3. Appendices 4**](#_c4x249pb2czz)

[3.1. References 4](#_tm1j99rzjv5f)

# Elicitation Strategy

## Justification for Using the Kano Model Elicitation Strategy Overview

The Kano Model is a widely recognized and effective technique for classifying customer requirements based on their impact on customer satisfaction, and remains a popular method in requirements engineering and product development.

The main rationale for selecting the Kano Model in this elicitation process is its ability to distinguish between different types of requirements—such as basic needs, performance needs, and excitement needs—and how each category influences user satisfaction differently. Unlike traditional prioritization methods that consider only importance or frequency, the Kano Model helps to uncover latent customer desires that, when fulfilled, can lead to delight and competitive advantage.

By applying the Kano Model, the project team aims to:

* Identify and prioritize requirements that are critical to customer satisfaction.
* Differentiate between must-have features and those that provide unique value.
* Optimize resource allocation by focusing on features that maximize user delight.
* Gain a deeper understanding of user preferences through structured elicitation.

This strategy aligns with the project’s goal to deliver a product that meets essential expectations while also incorporating features that exceed user needs, thereby increasing the product's overall acceptance and success.

## 

## Classification of Requirement Using Kano Model

The classification of requirements using the Kano Model involves categorizing user requirements into distinct groups based on customer feedback collected through surveys and interviews. The process consists of the following key steps:

* Requirement Identification

Initial requirements are gathered from stakeholders using various elicitation techniques such as interviews, questionnaires, and observation.

* Design of Kano Questionnaire

For each identified requirement, a pair of questions is designed—one functional (how users feel if the requirement is present) and one dysfunctional (how users feel if the requirement is absent). These questions help to capture user sentiment effectively.

* Data Collection

The Kano questionnaire is distributed to a representative sample of users through Google Forms and supplemented with in-depth interviews to collect qualitative insights.

* Data Analysis and Categorization

Responses are analyzed using the Kano evaluation table to classify each requirement into one of the categories: Must-be (basic needs), One-dimensional (performance needs), Attractive (excitement needs), Indifferent, or Reverse.

* Prioritization and Interpretation

The categorized requirements are prioritized based on their impact on customer satisfaction and feasibility, providing a clear roadmap for product development.

This classification approach provides a structured framework to understand the varied impact of requirements on user satisfaction, enabling more informed decision-making in the development process.

# Elicitation Execution and Findings

## Categorized Requirements(Based on Kano)

# Appendices

## References