**Supermarket Stakeholders Identification Table**

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| **Stakeholder** | **Stakeholder Role/Responsibility** | **Importance** | **Influence** | **Interests/ Positive Impacts** | **Concerns** |
| **Supermarket Owners/Executives** | **Indirect** **Use of Software**: They use the software indirectly by accessing reports and data generated by the system for decision-making. | **High:** They have in-depth knowledge of their business processes & provide crucial insights into business requirements, as they understand the day-to-day operations and customer needs. | **Decision Makers:** Supermarket owners are typically **the ultimate** decision-makers in their businesses. They make critical decisions related to software selection, major investments, and strategic directions. So owners are generally part of the strategic management level. | Supermarket owners want their business to operate efficiently. They are interested in supermarket software that can streamline inventory management, sales tracking, and other operational aspects. Efficient operations lead to cost savings and increased revenue. | Supermarket owners may have concerns related to the product, including: Data Security, Cost, Compliance, User Training & Technical Support. |
| **Software Developers** | Software developers **typically do not use** supermarket software **directly** in the sense that they are not the end-users of the software. Instead, they are responsible for designing, developing, and maintaining the software that is used by other stakeholders within the supermarket | **High:**Software developers provide the technical analyse necessary to identify and implement the business requirements in the software. They work closely with business analysts and other stakeholders to understand the specific needs of the supermarket and translate those needs into technical solutions. | **Medium** : While developers have an influence on technical decisions, they are typically not the primary decision-makers for broader business-related matters.Developers focus on the technical aspects of software development. | The interests of software developers in supermarket software include: Coding and Development, Quality Assurance & Innovation. | Software developers may have concerns related to: **Compliance** with industry standards and regulations especially when dealing with sensitive customer data.  **Technical Challenges**: Complex technical requirements or challenging software bugs can be a source of concern. |
| **Financial Analysts** | **Indirect Use:** Financial analysts do not typically use supermarket software directly as end-users. Instead, they rely on the data generated by the software to perform financial analysis. | Financial analysts provide financial expertise and analysis skills necessary to interpret the data generated by the supermarket software. | **Medium :**Financial analysts can be decision influencers but are not typically the primary decision-makers for broader business matters. They provide data and insights that inform financial decisions. | **Financial Performance:** Their primary focus is on the financial health of the supermarket, including revenue, expenses, and profitability**.Cost Management:** They have an interest in cost control and optimization to improve profitability. | Financial analysts may have concerns related to: **Data Accuracy;Data Security; System Reliability &Integration:** Integration issues between the supermarket software and financial analysis tools can be a concern, as seamless data transfer is essential. |
| **Store Managers** | **Direct Use:** Store managers use supermarket software directly to perform various tasks such as inventory management, sales tracking, employee scheduling, and other operational activities. | Store managers provide **critical knowledge** about the day-to-day operations and customer needs, which is essential for identifying business requirements. They offer valuable insights into what the software needs to accomplish. | Store managers are decision-makers at the **operational and tactical** levels. They make decisions related to inventory management, employee scheduling, customer service, and store layout. While they may not make high-level strategic decisions, their decisions significantly impact the store's daily operations. | The interests of store managers are: maintaining optimal stock levels, reducing waste, and preventing stockouts. They want to improve sales performance by using software data to make pricing and promotion decisions. | The software benefits store managers by:Simplifying inventory management and reducing operational costs. The software is crucial for them to accomplish their responsibilities, and their concerns are related to reliability, data accuracy, and integration. |
| **Supermarket Employees** | Supermarket employees, depending on their roles, may or may not use supermarket software directly. Their interaction with the software varies based on their job responsibilities.For ex : cashiers use software directly but their interaction is mainly limited to the POS(point of sale ) system. | While supermarket employees may have a good understanding of their specific job functions, their role is more about executing tasks within their area of responsibility rather than determining overall business requirements for software. | Most front-line employees, including cashiers and stock clerks, are part of the **operational management level.** Supervisors and department managers may be part of **tactical management**, while strategic management decisions are typically made by higher-level executives. | The importance of the product varies by role:  For cashiers and front-line employees, their direct interaction with the software is essential for performing their tasks.  For department managers, and customer service representatives, the software supports their decision-making and task management. | Supermarket employees may have concerns related to:  **Training &Usability:**  Ensuring that they are adequately trained to use the software effectively.  **Software Reliability:** Concerns about system downtime, software errors, or data inaccuracies that can disrupt their tasks. |
| **Customers** | **Indirect Interaction:** Customers do not directly use the supermarket software as part of their shopping experience. They rather benefit from it. | Customers typically do not provide the knowledge or expertise necessary to identify business requirements for supermarket software. | Customers are not part of operational, tactical, or strategic management in the supermarket. They are end-users who interact with the supermarket's offerings. | The interests of customers in the context of supermarket software include: Convenience,  Product Availability, Speed and Efficiency. | They may have concerns related to **data privacy, technical issues,** and the **overall convenience** of their shopping experience. |

The Onion Model

The System

The Containing System

The Wider Environment

The Supermarket Software

Costumers

Store Managers

Financial Analysts

Software Developers

Owners/ Executives

Non Governmental Organizations

Market Trends

Competitions

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