1. **Introduction**

We are using the **Kano Model** to prioritize and classify requirements based on how they influence user satisfaction. This model helps categorize requirements into:

* **Must-be (Dissatisfiers)** – Basic features users expect. Their absence causes dissatisfaction.
* **One-dimensional (Satisfiers)** – The more we provide, the more satisfied users are.
* **Attractive (Delighters)** – Unexpected features that create delight when present.

This model supports decision-making when managing trade-offs in feature inclusion, especially during early stages of system planning.

1. **Justification for Using the Kano Model**

The Kano Model was selected because:

* It helps distinguish between essential system functionality and value-adding features.
* It supports clear prioritization based on stakeholder expectations gathered via questionnaires.
* It aligns with our mixed methods (interview, observation, survey), especially through student/user feedback.
* It enhances user-centered design, especially for mobile-first applications targeting university students and event organizers.

1. **Elicitation Plan**

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| --- | --- | --- |
| **Planned Technique** | **Target Audience** | **Purpose** |
| Interview | Club Committee Member | Understand real-world problems in event promotion/attendance |
| Questionnaire (Kano) | University Students | Classify preferences for mobile app features |
| Observation | Current campus systems | Identify inefficiencies and unmet user needs |

1. **Initial Feature Mapping (Preliminary Classification)**

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| --- | --- | --- |
| **Feature** | **Expected Category** | **Justification** |
| Login using university credentials | Must-be | Required for security and integration with campus systems |
| View available events | Must-be | Core student functionality |
| Register for events | Satisfier | The smoother this is, the more useful the app becomes |
| Online payment | Satisfier | Provides convenience and saves time |
| QR code generation for entry | Must-be | Replaces manual check-in (expected by users familiar with e-tickets) |
| QR code scanning (organizer) | Must-be | Essential for automating attendance tracking |
| View registration history | Attractive | Helps students recall past events and confirm registration |
| Push notifications for event reminders | Attractive | Not expected, but adds user satisfaction |

1. **Proof:**

These are screenshots from the online meeting we had in order to discuss the Requirements Plan.

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.