



CSE 6224 Software Requirements Engineering
Trimester 2510
Kano Model

Project title:

Student Club Management System with Budget and Venue Integration

Tutorial Section: TT5L

Group Name: TT5L_G1

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1. Introduction

This document outlines the elicitation strategy for gathering and classifying the requirements of the Student Club Management System with Budget & Venue Integration. Requirements elicited from identified stakeholders and other sources will be systematically categorized using the Kano Model. This categorization will ensure the prioritization of system features in alignment with stakeholder needs and expectations.

2. Objectives of the Elicitation Plan

- Gather comprehensive requirements from all identified stakeholders and sources.
- Clearly classify requirements into Kano categories: Must-have (Dissatisfiers), Performance (Satisfiers), and Exciters (Delighters).
- Establish a robust foundation for system design decisions and feature prioritization.

3. Elicitation Techniques and Justification

Technique	Justification / Purpose	Target Stakeholders
Online Survey	Efficient for collecting wide-ranging feedback, expectations, and user preferences from a large group. Quantitative analysis and rapid response.	Club Members
Brainstorming	Facilitates creative and comprehensive idea generation within the project team, helping to uncover innovative solutions and internal insights.	Project Team
Document Analysis	Enables understanding of institutional policies, regulatory frameworks, and standard procedures already in place. Ensures compliance and minimizes requirement gaps.	Institutional Docs

4. Roles & Responsibilities

Team Member	Role	Key Responsibility
TAI ZHI XUAN	Elicitation Lead	Schedule & oversee all activities
SAY SI TING	Survey Coordinator	Draft, distribute, analyse surveys
HAZIM ELAMIN MOHAMED ALI MUSA	Document Analyst	Review policies/forms
IZZA NELLY BINTI MOHD NASIR	Scribe	Consolidate notes & update Kano table

5. Kano Model – Classification Framework

#	Requirement Statement	Source (S = Survey / B = Brainstorming / D = Document analysis)	Kano Category	Notes / Evidence Placeholder
Dissatisfiers (Musthave)				
1	Secure online club registration	S	Dissatisfiers	Survey Q1 58.6% “I would be very satisfied”
2	Secure login authentication	S	Dissatisfiers	Survey Q2 58.6% “I would be very satisfied”
3	Club officers can assign roles (President, Treasurer, etc.)	B, D	Dissatisfiers	Brainstorm card #1 ; Manual Pelaksanaan Aktiviti Pelajar (V5) – § 4 “Organisasi & Jawatankuasa”: https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf
4	User roles clearly separated (member / officer / admin)	B	Dissatisfiers	Brainstorm card #2
5	Leader can create new events	S	Dissatisfiers	Survey Q3 65.5% “I would be very satisfied”

6	Leader can view & track club budget balance	S, D	Dissatisfiers	Survey Q4 44.8% “I would be satisfied” ; Panduan Tuntutan Kewangan Aktiviti Pelajar – § 3 “Penyediaan & Pemantauan Bajet”: https://hep.upm.edu.my/upload/dokumen/20210704210921PANDUAN_TUNTUTAN_KEWANGAN_AKTIVITI_PELAJAR_%28FINAL2%29.pdf
7	Admin can approve or reject budget requests	D	Dissatisfiers	Panduan Tuntutan Kewangan Aktiviti Pelajar – § 5 “Aliran Kelulusan”: https://hep.upm.edu.my/upload/dokumen/20210704210921PANDUAN_TUNTUTAN_KEWANGAN_AKTIVITI_PELAJAR_%28FINAL2%29.pdf
8	System sends automatic notifications on approvals / rejections / updates	S	Dissatisfiers	Survey Q5 44.8% “I would be very satisfied”
9	Accessibility features (colour contrast, font change, etc)	S	Dissatisfiers	Survey Q6 58.6% “I would be very satisfied”
Satisfiers (Performance needs)				
10	Efficient, guided event	S	Satisfiers	Survey Q7 58.6% “I would be very satisfied”

	creation wizard			
11	Realtime budget spending updates	S	Satisfiers	Survey Q8 51.7% “I would be very satisfied”
12	Searchable venue database (location, size, availability)	S	Satisfiers	Survey Q9 58.6% “I would be very satisfied”
13	RSVP system for members to register for events	S	Satisfiers	Survey Q10 72.4% “I would be very satisfied”
14	Attendance tracking via QR / NFC at events	B	Satisfiers	Brainstorm card #3
15	Ability to export financial data to CSV	S	Satisfiers	Survey Q11 79.3% “I would be very satisfied”
16	Interested students can apply to join a club online	S	Satisfiers	Survey Q12 72.4% “I would be very satisfied”
Delighters (Exciters)				
17	Personal dashboard	S, B	Delighter	Survey Q13 58.6% “I would be very satisfied” ;

	with upcoming events, budget graphs, reminders			Brainstorm card #4
18	Auto-suggest optimal venue based on event type & expected attendance	B	Delighter	Brainstorm card #5
19	Gamification (badges / points) for active participation	B	Delighter	Brainstorm card #6
20	Club leader analytics (attendance & budget trends)	B	Delighter	Brainstorm card #7
21	Mobile push notifications for critical updates	S, B	Delighter	Survey Q14 51.7% "I would be very satisfied" ; Brainstorm card #8
22	Reminder alerts before	S, B	Delighter	Survey Q15 75.9% "I would be very satisfied" ; Brainstorm card #9

	“interested” events			
23	Recommendation of similar clubs based on interests	S, B	Delighter	Survey Q16 75.9% “I would be very satisfied” ; Brainstorm card #10
24	QRcode -sign in- to web account via mobile app	S, B	Delighter	Survey Q16 75.9% “I would be very satisfied” ; Brainstorm card #11
25	Ability for Club Members to message each other	S, B	Delighter	Survey Q18 96.6% “I would be very satisfied” ; Brainstorm card #12
26	Club Officers can create posts to share with the club members	B	Delighter	Brainstorm card#13

6. Elicitation Activities Schedule

Activity	Method	Stakeholder/Participant	Timeline (Week)
Design & Distribute Online Surveys	Google Forms	Club Members & Students	3

Document Review & Analysis	Document Analysis	Institutional documents & policies	3
Internal Team Brainstorming Session	Miro	Project Team Members	4
Consolidate & Classify Requirements	Kano Model Analysis	Internal (team session)	5

8. Justification for Using the Kano Model and Selected Techniques

The Kano Model is the most effective prioritization lens for this project because it makes an explicit distinction between:

- Dissatisfiers (Must-have) – baseline features the university must deliver to remain compliant with policies (e.g., budget-approval workflow, role separation).
- Satisfiers (Performance needs) – features whose quality or speed directly scales student and staff satisfaction (e.g., real-time budget updates, venue search).
- Delighters (Exciters) – innovative extras that create unexpected enthusiasm without jeopardising core delivery (e.g., AI venue suggestions, gamification).

By categorising every requirement in this way, we can:

1. Guarantee compliance and risk control by implementing Dissatisfiers first.
2. Optimise resource allocation by tuning Satisfiers to a cost-vs-benefit curve that stakeholders can measure.
3. Protect innovation capacity for Delighters, ensuring they are pursued only after essentials are secured—preventing scope creep while still encouraging “wow” features that differentiate the platform.

Why the chosen elicitation techniques support the Kano approach

Technique	Why it was selected	How it feeds the Kano Model
Survey	Reaches hundreds of students quickly; collects quantitative “satisfaction vs. absence” ratings.	Statistical responses map neatly to Kano’s five-point questions (e.g., “If feature X exists, how do you feel?”), enabling data-driven category assignment.
Document Analysis	Extracts hard constraints from university policies, forms, and finance guidelines.	Captures the non-negotiable Dissatisfiers that must be built to satisfy compliance and audit requirements.
Brainstorming (Miro)	Encourages creative, cross disciplinary idea generation inside the project team.	Surfaces novel or unexpected ideas that often become Delighters and clarifies which Performance features students value most.

Using this combination:

- Policies + Forms → Dissatisfiers (Document Analysis)
- Large-scale Student Voice → Satisfiers (Survey)
- Creative Ideation → Delighters & refined Satisfiers (Brainstorming)

Using this combination ensures we capture a complete spectrum of requirements and can plot them accurately onto the Kano grid. The end result is a requirements set that is balanced, defensible, and strategically prioritised for maximum stakeholder satisfaction within realistic project constraints.