
Kano Model Documentation

For

UniComm

Group No.: 5 (TT4L)

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1 Kano Model Assumption Before Elicitation Execution

This section presents assumptions made prior to requirement elicitation. It predicts which Kano category each elicitation technique (Observation, KJ Method, and Questionnaire) is likely to include. These assumptions guide the choice of elicitation methods for including all types of requirements.

Elicitation Method	Kano Category
Observation	Dissatisfier, Satisfier
KJ (Affinity Diagram)	Dissatisfier, Satisfier, Delighter
Questionnaire	Dissatisfier, Satisfier, Delighter

2 Requirement Classification Using Kano Model After Elicitation Execution

After elicitation execution, we obtained the requirement classification using the Kano Model. The following table shows the result.

Feature	User Group	Kano Category
Secure Login system	Student, Parent, Lecturer	Dissatisfier
View Academic Grades	Student	Dissatisfier
View Class Schedule	Student	Dissatisfier
Receive Notifications	Student, Parent	Dissatisfier
Manage Grades	Lecturer	Dissatisfier
Manage Attendance	Lecturer	Dissatisfier
Manage User Role	Administrator	Dissatisfier
View Subject Details	Student	Satisfier
Report System Issues	Student, Lecturer	Satisfier
View Student Progress	Lecturer	Satisfier
Manage Notifications	Lecturer, Admin	Satisfier
Monitor System Access Logs	Administrator	Satisfier
Generate Fee Reports	Administrator	Satisfier

View System Issue	Administrator	Satisfier
View Enrollment Statistics	Administrator	Delighter
Receive At-Risk Student Alerts	Lecturer	Delighter
View Advanced Analytics Dashboard	Administrator	Delighter

3 Final Kano Model

