Program: Bachelor of Science in Computer Science and Engineering

CSE 3224
Information System Design & Software Engineering Lab

Submitted to
Dr. Taslim Taher
Assistant Professor, Department of CSE
Md. Sohidul Islam
Lecturer Grade-II, Department of CSE

Ghor-Bhubon

Report on Stakeholder's Interview

Lab Section: A1, **Group No: 02**

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Submitted by
Mushfiqur Rahman Sajid 20210204004
Zunaed Aman
20210204014
Abdur Rob Tonim
20210204022

Introduction

This report summarizes the findings from interviews conducted with key stakeholders—landlords, tenants, and administrators—for requirement analysis of the home rental website. The purpose of these interviews was to gather insights on platform usability, stakeholder expectations, and areas for improvement.

Selection of Interviewees

The interviewees were carefully selected based on their direct involvement with the platform:

- **Landlords:** Chosen for their role in listing properties and managing tenants.
- **General public:** Chosen for a generic review.

These stakeholders were identified as the most relevant because they interact directly with different components of the system and provide critical feedback on functionality and user interface.

Interview Questions and Responses
Landlord Interview

Interviewee: Md. Zafarullah (Flat Owner)

1. How easy is it to list a property on the platform?

   Interviewee: The process of listing a property is fairly straightforward. However, adding multiple images and detailed descriptions could be more intuitive. It would also be great if there was an option to bulk upload properties instead of adding them one by one, especially for landlords with multiple listings.

2. What additional features or enhancements would improve your experience when using the platform?

   Interviewee: Automated notifications for approval or rejection of my property listings would be helpful. Additionally, the ability to upload videos or 360-degree images of my property would allow tenants to get a better view of the space and improve the listing's appeal.

3. Do you face any challenges while providing the exact location of the property for rent?

   Interviewee: Even though I provide a detailed address, integrating a Google Maps feature would make it much easier to pinpoint the exact location and avoid confusion for tenants looking to rent the property.

Generic Interview

Interviewee: Ahnaf Seham (Student/Bachelor)

1. Did you face any difficulties while navigating the website or using its features?

   Interviewee: The search functionality was quite intuitive, and I liked the filtering options—they helped me narrow down my choices quickly. However, I felt that the location-based search could be more accurate, as some listings didn't match the selected area perfectly.

2. What features or improvements would you like to see to enhance your experience on this website?

   Interviewee: Overall, the website is user-friendly, and I appreciate the clean design. One improvement I'd love to see is a 'Saved Listings' feature so I can bookmark properties I'm interested in. Also, adding more details about the neighborhood, like nearby schools and transport, would be really helpful.

Summary of our findings

The interviews revealed several key insights:

- **Landlords** need an easier property listing process, automated rental agreements, and better control over tenant interactions.
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By implementing these improvements, the home rental website can better cater to user needs and ensure a seamless rental experience.