



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2021/2022**

COURSE NAME : REQUIREMENTS MODELING
AND ANALYSIS

COURSE CODE : BIE 30603

PROGRAMME CODE : BIP

EXAMINATION DATE : JANUARY / FEBRUARY 2022

DURATION : 3 HOURS

INSTRUCTION : 1. ANSWER ALL QUESTIONS.

2. THIS FINAL EXAMINATION IS
CONDUCTED ONLINE AND
CLOSE BOOK

THIS QUESTION PAPER CONSISTS OF FIVE (5) PAGES

TERBUKA

Q1 Based on **Figure Q1**, answer question **Q1(a)** - **Q1(d)**.

Members pay a membership fee for a set period of time when they join the gym. The majority of memberships are for one year; however, two-month memberships are also available. The gym offers a range of discounts on standard membership pricing throughout the year, including two memberships for the price of one on Valentine's Day. For the same length of membership, it is typical for members to pay varying sums. The gym intends to send out reminder letters to customers one month before their subscriptions expire, urging them to renew their memberships. When requested to renew at a significantly higher rate than their original membership contract, some members have become furious, thus the club wishes to keep note of the prices paid so that the manager can override the standard pricing with special prices when members are asked to renew. The system must keep track of these changing pricing in order to handle renewals correctly. The high turnover rate of members is one of the industry's issues. Despite the fact that some members have been active for many years, approximately half of the members do not renew their subscriptions. This is a significant issue because the gym invests heavily in advertising to recruit new members. The gym's manager wants the system to keep track of every time a member enters the facility. The system will then detect the heavy users and provide a report for the manager to ask them to renew their subscriptions sooner rather than later, possibly at a discounted fee. Similarly, the system should detect members who haven't visited the gym in over a month so that the management can contact them and try to re-engage them.

FIGURE Q1 (a)

- (a) Write requirements sources using Kano Model:
- (i) Dissatisfiers (2 marks)
 - (ii) Satisfiers (2 marks)
 - (iii) Delighters (2 marks)
- (b) Develop a use case diagram. (10 marks)

- (c) Use the template given in **Figure Q1 (b)** to create a set of detailed use-case description for one use case in your answer in **Q1 (b)**.

Use Case Name:	
Summary:	
Basic Flow:	
Alternative Flows:	
Extension Points:	
Preconditions:	
Postconditions:	
Business Rules:	

FIGURE Q1 (b)

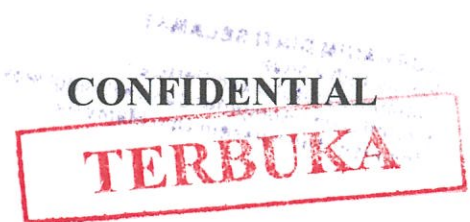
(10 marks)

- (d) Develop an activity diagram for use case in **Q1 (c)**.



(10 marks)

- Q2** (a) Differentiate between survey technique and creativity techniques during requirements elicitation.

(6 marks)



(b) Based on Figure Q2(a) and Q2(b), answer question Q2(b)(i) and Q2(b)(ii).

FantastiCar Customer Satisfaction Survey

Thank you for your recent purchase of a new vehicle from *FantastiCar* where we want your buying experience to be Fantastic! Please help us reach our goal of 100% fantastic sales experiences by answering some questions about your recent purchase.

Please tell us a bit about you...

Gender: <input type="radio"/> Male <input type="radio"/> Female	Age Group: <input type="radio"/> 18-21 <input type="radio"/> 21-30 <input type="radio"/> 31-45 <input type="radio"/> 46-60 <input type="radio"/> >60	Income Level: <input type="radio"/> < \$50K <input type="radio"/> \$50-\$100K <input type="radio"/> \$100-\$150K <input type="radio"/> > \$150K
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Please rate your SALESPERSON on the following:

	Fantastical	Satisfactory	Fair	Unsatisfactory	Very Unhappy!
1. The manner in which you were greeted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Sincerity and honesty in dealing with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Consideration of your time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ability to listen, understand and answer your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledge of the product features and benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Fulfilled all commitments made to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate our SALES TEAM on the following:

	Fantastical	Satisfactory	Fair	Unsatisfactory	Very Unhappy!
7. The vehicle price and/or payments were discussed in a thorough manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Explanation of warranty coverages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The professional manner in which you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Fulfilled all commitments made to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

More about the buying experience:

	Fantastical	Satisfactory	Fair	Unsatisfactory	Very Unhappy!
11. If you've contacted this store by phone, how satisfied are you with the way your call was handled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

This form is a sample form for use with Remark Office OMR®. For more info visit: www.remark.com/remark
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FIGURE Q2 (a)

(i) Identifies TWO (2) purpose of the questionnaire.

(4 marks)



- (ii) Modifies the questionnaire according to the guidelines in **Figure Q2 (b)**.

- Begin with nonthreatening and interesting questions.
- Group items into logically coherent sections.
- Do not put important items at the very end of the questionnaire.
- Do not crowd a page with too many items.
- Avoid abbreviations.
- Avoid biased or suggestive items or terms.
- Number questions to avoid confusion.
- Pretest the questionnaire to identify confusing questions.
- Provide anonymity to respondents.

FIGURE Q2 (b)

(14 marks)

- END OF QUESTIONS -