

Use of Personas in Requirements Engineering: A Systematic Literature Review

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Abstract

Context: Requirements Engineering (RE) is one of the key stages in software engineering that requires a high involvement of humans (i.e., stakeholders). The aim of RE-related tasks is to develop the scope of the target software products to ensure they will fulfil its stakeholder needs. During the RE process, the developers have to deeply understand the software stakeholders including their needs, motivations, and goals. Attaining this information directly from stakeholders requires regular interaction which needs considerable effort. The persona, as a user representation, is a useful tool that can reduce effort amount by modelling the software users and being the primary source of information.

Objective: The aim of this work was to systematically review relevant studies that have investigated the use of personas in the RE process, the benefits of personas, and challenges during the implementation of personas in the RE process.

Method: A systematic literature review was conducted using a formal protocol based on an established guideline. The systematic search resulted in

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Use Of Engineering Literature

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