# **Empathy Map**

# Name: builtdream

# What does he think and feel?

He thoughts and feelings about electronic service websites can vary widely. Some may appreciate the convenience and efficiency of online services, while others might have concerns about privacy and security.

#### What does he hear?

He hear about electronic. service websites from various sources, such as online reviews, word of mouth, advertisements, social media, news articles, and recommendations from friends and family.



## What does he see?

People see a wide range of electronic service websites, which can include e-commerce sites, government portals, social media platforms, streaming services, and more

# What does he say and do?

He opinions and actions regarding electronic service websites can vary widely.

Some people may praise these websites for their convenience and accessibility, while others might express frustration with issues like user interface, customer support, or data security

### Pain

If it's hard to find what you need, try using the website's search function or look for a sitemap.

#### Gain

Websites where citizens can access government-related services like tax filing, license renewal, and permit applications.