Scenario

## **Empathy Map for Previous Attendance System**

"The fingerprint scanner is not working again!"

Says

"I forgot my punch card at home today."

"lt's frustrating to waste time standing in line to mark attendance."

**Thinks** 

"If I'm late because of the machine, will it still count against me?"

"The machine is slow, and there's always a queue."

"Why does it fail to recognize my fingerprint sometimes?"

"Is there a more efficient way to mark attendance?"

"What if the punch card gets damaged or lost?"

**Anxious about** 

being marked

late due to

technical

issues

Waits in line to use the fingerprint scanner or punch card system.

**Wastes time** 

trying to make

the fingerprint

scanner work.

Does

**Sometimes** card, leading to manual attendance entries.

forgets the punch

**Complains to HR** about scanner malfunctions.

**Frustrated by** the inefficiency and unreliability of the old system.

**Feels** 

**Overwhelmed** when the machine malfunctions, especially during peak hours.

Insecure about data accuracy when the system fails.

## **Pain Points:**

- Frequent malfunctions and technical issues cause delays and frustrations.
  - Punch card dependency leads to problems when forgotten or lost.
  - Queues build up during peak attendance times, affecting punctuality.

## **Needs and Aspirations:**

- A reliable, quick, and seamless attendance marking system.
- An intuitive solution that does not require manual intervention.
- Assurance of data accuracy and ease of use.