

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.



Build empathy

The information you add here should be representative of the observations and research you've done about your users.



Customer response is probable to be the main factor affecting the performance of a business, mainly in the stage of "sense

and respond"

Does

What behavior have we observed? What can we imagine them doing?

The financial performance is a critical factor for the growth and stability in the banks, and then the banks looking for increasing their financial performance through several factors the current study assumes financial performance influenced by customer response and operations management.

In case of bank profitability, our paper discovered that during covid-19, high nonperforming loan rates, holding more liquid assets and inappropriate

bank size lessened the

banks' profitability

The covid pandemic has hit the global economy hard, causing significant damage to every aspect of the global

The financial position of bank reflect the situation of global financial market, which could perform in financial crisis or avoid financial crisis.

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

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