**B.Tech(ECE)-QUANTUM UNIVERSITY-1-Task5-**

**The old system relied on employees marking attendance through fingerprint scans or  
punch cards daily, while the new app-based solution captures the user's location and  
updates attendance time seamlessly in the portal.  
Assuming the “MyAttendance” solution was introduced as a strategic innovation,  
develop an empathy map for the previous attendance system**

**Empathy Map for the Previous Attendance System**

An empathy map helps us understand the experiences, frustrations, and emotions of employees using the old fingerprint and punch card attendance system. Below is a detailed breakdown of their thoughts and actions while engaging with the system:

**1. What the User SAYS:**

* "Why isn’t the scanner recognizing my fingerprint? I’ve tried multiple times, and it still won’t work! This is so frustrating!"
* "I left my punch card at home again—now I have to explain to HR and hope they manually update my attendance."
* "Every morning, I waste at least 10–15 minutes just waiting in line to mark my attendance. It’s such a slow process."
* "The system marks me late even when I’m on time, and I have no way to prove otherwise. This is so unfair!"
* "It’s such a hassle to report errors, and sometimes HR takes days to fix them. I feel like I’m constantly chasing after corrections."

**2. What the User THINKS:**

* "There must be a better way to handle attendance—this system feels outdated and inefficient in today’s digital age."
* "Why do I have to go through this hassle every single day just to confirm my presence at work?"
* "I’m worried about my attendance record getting messed up because of a technical glitch, and I might face issues because of it."
* "This process isn’t just affecting me—it’s slowing down everyone. The company should consider upgrading to a smarter system."
* "I wish there was a way to mark attendance without needing to physically interact with a machine or carry a card."

**3. What the User FEELS:**

* **Frustrated:** Frequent system malfunctions make attendance unreliable, leading to unnecessary stress at the start of the workday.
* **Stressed:** There’s a constant fear of being marked late or absent due to technical errors, which can impact performance reviews and salary calculations.
* **Inconvenienced:** Long queues, forgotten punch cards, and fingerprint recognition issues add unnecessary hurdles to a simple process.
* **Irritated:** Having to manually report and follow up on attendance discrepancies feels like an extra burden, taking away valuable time from actual work.
* **Disengaged:** The inefficiency of the system creates dissatisfaction and reduces trust in the company’s ability to streamline basic processes. Employees feel that their time isn’t valued.

**4. What the User DOES:**

* Stands in long queues every morning, often arriving early just to avoid delays in marking attendance.
* Repeatedly places their finger on the scanner, trying different angles in hopes of getting it recognized.
* Frequently emails or visits HR to report errors, sometimes needing multiple follow-ups to get them resolved.
* Sets reminders or places sticky notes at home to remember their punch card to avoid unnecessary trouble.
* Shares complaints and frustrations with colleagues, discussing possible solutions or simply venting about how inefficient the process is.

This highlights the various challenges employees faced with the old system, reinforcing the need for a modern, seamless, and automated attendance solution like "MyAttendance."