**Btech(ECE)**

**TASK-5**

To create an empathy map for the previous attendance system (the one based on fingerprint scans or punch cards), we’ll focus on capturing the key perspectives of users who interacted with the old system, such as employees, HR personnel, and managers.

An empathy map typically includes the following categories:

* **Says**: What do the users say about the system?
* **Thinks**: What do the users think or feel about the system?
* **Does**: What actions do the users take within the system?
* **Feels**: What emotions are associated with the system?

Let’s break down each category for the old attendance system:

**1. Says**

* "The fingerprint scanner is always unreliable."
* "I forget to punch in or out sometimes, which causes problems."
* "The punch card is often lost or misplaced."
* "I waste time standing in line to punch in or out."
* "It’s hard to track attendance when I have to manually adjust mistakes."

**2. Thinks**

* "This process is outdated and time-consuming."
* "I’m often anxious about whether the system will register my attendance."
* "What if I forget to punch in or out and get penalized?"
* "I need a more reliable way to ensure my attendance is recorded accurately."
* "The system doesn’t account for flexible work hours or remote work."

**3. Does**

* Employees regularly scan their fingerprints or punch in and out on a physical card.
* They sometimes forget to perform these actions and need to make corrections later.
* They deal with long queues at the clock-in/out station.
* Managers spend time manually reviewing attendance discrepancies.
* HR processes adjustments to attendance manually when mistakes happen.

**4. Feels**

* **Frustration**: The system is slow, and it often doesn’t work as expected.
* **Stress**: Worrying about missed punches or fingerprint scans.
* **Inconvenience**: Employees have to physically go to the machine and wait.
* **Confusion**: When the attendance records are incorrect or missing, it’s hard to fix.
* **Boredom**: Repetitive process and time wasted on manual work.

**Key Insights:**

* **Reliability concerns**: Fingerprint and punch card systems often fail, causing stress and confusion.
* **Inconvenience**: The system takes up time and creates unnecessary friction.
* **Manual errors**: There’s always a need for correction, which wastes time for both employees and HR.
* **Lack of flexibility**: The system doesn’t support remote work or flexible working hours, which employees may need in modern workplaces.

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