

UNIVERSITI TEKNOLOGI MARA

**INTERFACE DESIGN CONSIDERATIONS FOR
ELDERLY FRIENDLY INTERNET BANKING**

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STUDENT'S DECLARATION

I declare that the work in this report was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as reference work. This report has not been submitted to any other academic institution or non-academic institution for any other degree of qualification.

In the event that my report be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and degree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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ABSTRACT

Online banking is a necessity in today's modern society. With the advent of information technology, banking transactions are now faster, easier and more convenient for internet users. Due to its strong foundation and huge potential, online banking has now become an important asset and vital element to a banking institution. However, despite of its fast emergence and vast acceptance among internet users, most of the interface designs for online banking website was not designed and developed to support all types of users where it can be seen to only target younger demographics. While for the older people, their usability consideration were ignored and left behind. This research seek to find the interface design considerations to produce Elderly Friendly Internet Banking by providing few recommendations based on current usability issues and user preferences gathered using Technology Probe.

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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