



UNIVERSITI TEKNOLOGI MARA

**PERCEPTION BY THE STUDENTS  
OF UiTM PUNCAK ALAM ON THE  
USE OF INTERNET BANKING**

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**DECLARATION OF ORIGINAL WORK**



اَوْنَبُوْرَسِيْتِي تَتِيكُوْلُوْغِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**DIPLOMA IN MUAMALAT  
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CONTEMPORARY ISLAMIC STUDIES (ACIS)  
“DECLARATION OF ORIGINAL WORK”**

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- This work has not previously been accepted in substance for any diploma, locally or overseas, and is not being concurrently submitted for this diploma or any other diplomas.
- This final year project paper is the result of my independent work and investigation, except where otherwise stated.
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## **ABSTRACT**

This paper aims to identify the customers' perception towards Internet Banking. This paper also focus on three main points which are the understanding by the students towards Internet Banking, the awareness towards Internet Banking and the satisfaction level towards Internet Banking. At the end of this study, the researcher will know about the customers' reaction towards Internet Banking system based on three points stated earlier. This final project paper found out that the understanding and the knowledge should be known by the customers is the important things that can change their perceptions towards Internet Banking system. The significant of this research is to help financial institution and banks that provide Internet Banking system to fix their weaknesses and improve their skills. Those who have knowledge will be more attracted to use and more understanding about Internet Banking in their transaction. Moreover, Internet Banking system is a modern technique that can help customers doing their transaction easily and faster. Service is important to make customers loyal to a business or product. When there are some improvements have been carried out by the bank, Internet Banking system will be used properly and it would be easy for customers to understand when doing their transaction.

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