UNIVERSITI TEKNOLOGI MARA

AN ADVERTISING CAMPAIGN FOR ONLINE BANKING SECURITY AWARENESS AMONG MALAYSIAN ADULTS

NUR AFIQAH BINTI ABD RAHMAN (2021888994)

Thesis submitted in fulfillment of the requirements for

Bachelor Degree (Hons) in Graphic Design

College of Creative Arts

AUGUST 2023

ABSTRACT

This research explores the level of awareness among Malaysian adults regarding online banking security. With the crowd of people using online banking, it is also one of the most effective ways for hackers to steal and scam people through the platform. Thus, this study to examine the level of user knowledge about Online Banking Security among Malaysian and to create effectiveness advertising campaigns that are able to spread awareness about Online Banking Security This study used a quantitative technique to collect and analyze data on the awareness of Malaysian adults about Internet banking in Melaka. The findings has been revealed that many people are agreed that Malaysia needs more aware of the online banking awareness and this awareness can be spread to a creative advertising campaign. The implications of this study suggest to make a brand logo for the campaign to make the public remembers and maintain the look and feel for the poster of the campaign to make people feel the vibe and understand that the advertising is continuous and relatable.

ACKNOWLEDGMENT

I'd like to offer my heartfelt appreciation to everyone who helped me finish my thesis, "An Advertising Campaign for Online Banking Security Awareness among Malaysian Adults" This study project represents the pinnacle of my experience as a final-year degree student in graphic design majoring in advertising.

First and foremost, I want to thank my supervisor, Madam Shaliza Dasuki for her constant guidance, invaluable insights, and steadfast support throughout the entire process. Their knowledge and effort have helped to shape the direction and quality of this thesis. I am extremely appreciative of their patience, support, and dedication to my academic advancement.

I am also grateful to the teaching members of the Graphic Design Department at Universiti Teknologi Mara Kampus Alor Gajah for their extensive expertise and helpful advice throughout my years of study. Their enthusiasm for teaching and dedication to developing our creative abilities have had a big impact on my grasp of graphic design ideas.

I'd want to thank all of my friends and classmates for their constant encouragement and support. Throughout this study journey, their insightful talks, critical critiques, and companionship have served as sources of inspiration and encouragement.

Finally, I am eternally grateful to my family for their everlasting love, understanding, and support. Their conviction in my abilities and support have been the motivating force behind my pursuit of knowledge and academic accomplishment. Their sacrifices and constant encouragement have motivated my determination to finish my thesis to the best of my ability.

TABLE OF CONTENTS

CONFIRMATION BY EXAMINER	2
AUTHOR'S DECLARATION	3
ABSTRACT	4
ACKNOWLEDGEMENT	5
TABLE OF CONTENTS	6
LIST OF FIGURES	8
CHAPTER ONE: INTRODUCTION	10
1.0 Introduction	10
1.1 Research Background	12
1.2 Problem Statement	14
1.3 Research Objectives	15
1.4 Research Questions	15
1.5 Significance of study	16
CHAPTER TWO: LITERATURE REVIEW	17
2.1 Hacker Definition	17
2.2 Hacker Groups	17
2.3 Online Banking	18
2.4 Graphic Design	19

2.5 Advertising in Graphic Design	21
2.5.1 Public Service Advertising	22
2.5.2 Structure of Public Service Advertising	22
2.5.3 The Elements and Principles of PSA	23
2.5.4 The Theory of PSA	24
CHAPTER THREE: RESEARCH METHODOLOGY	26
3.1 Methodology	26
3.2 Scope and Limitations	27
3.3 Population of Study	27
CHAPTER FOUR: RESULT AND FINDINGS	29
4.1 Introduction	29
4.2 Respondents Information	29
CHAPTER FIVE: CONCLUSION	47
5.1 Conclusion	47
5.2 Recommendation	48
REFERENCES	52