

ABSTRACT

This Final Internship Report is made as a part of my internship program at PT Bank Negara Indonesia Persero Tbk, with a focus on designing the front-end interface of the website of the BNITopia project. The BNITopia is a platform created to digitise the Bank BNI's services, such as Virtual Branch, Avatar Studio, and NFT Marketplace. The objective of this internship is to design an attractive and user-friendly front-end interface to enhance users experience while using the BNITopia. This is a project for digitising banking services aimed at improving efficiency and quality of services by utilising digital technology. The digitalization of banking services is a transformational effort done by the banking industry to utilise information technology to speed up transaction processes and improve the quality of the provided services. Through this project explanation, it is hoped that it will provide an understanding of the importance of digitalization in banking and the benefits as well as its challenges related to the implementation of digitised banking services. This project involves various aspects, such as information technology infrastructure, web and mobile-based banking applications development, and the use of security technology to protect customers' data. The digitization process of banking services has to consider the needs and preferences of customers in using banking services, to increase satisfaction and loyalty towards the provided services.

Keywords: Front-End Development, Web Development, Banking Service Digitalization.