

## ABSTRACT

XYZ banking company opens banking services with the concept of providing services to people who use mobile banking. However, current mobile banking users must first have an identity card, use mobile banking at least 18 years old and there is no maximum age limit. The average use of mobile banking is generation Y and Z, namely on an age scale of 18 to 35 years. Therefore, this study aims to examine how many elderly users use XYZ mobile banking. As a long-term user experience analysis, it has the characteristics of facilitating users in terms of use and user experience when using the application. This study provides a comparative analysis of Design Thinking. Was conducted on 5 elderly respondents. Its use is based on four parameters, namely tasks completed, errors during task execution, time per task completed, and number of clicks during task performance. After testing, respondents were interviewed to find out the responses and problems experienced during this test, the results of the usability test showed that the XYZ Mobile application excels in completing the parameter task. However, many elderly people are confused about how to use it, many letters whose size does not match the elderly's point of view. The results of the questionnaire show that the XYZ Mobile application has superior scores in terms of sharpness, efficiency, dependability, and stimulation. After the data is processed and analyzed, it can be ascertained that the XYZ Mobile application has a very lacking User Interface aspect, especially for users aged 60 years and over. Seeing the results of previous research regarding mobile banking applications for the elderly received a positive response, this is a motivation for the author to do this to get a better response, especially from the elderly aged 40 years and over, so that the applications made later can be useful for the elderly. Therefore, in this design for the elderly it is necessary to know what needs are needed in this mobile banking application, and it is easy to use to accommodate their mobile banking needs so that the elderly can continue to use it. Therefore the results of the research conducted in this study were, obtained a comparison of the acceptance categories from "Not Accepted" to "Accepted", the scale of values to be accepted and the ranking of adjectives from "Bad" to "Good". From this value the prototype design can be categorized in a good range with grade A where the prototype design can be accepted by users. The author proposes this research to produce an interface model that is in accordance with the goals and needs of users in using MBanking XYZ services. This can be achieved by using Design Thinking which can make it easier to get Mobile available for the elderly from the age of 60 years and over.

**Keywords:** *Design Thinking, Mobile banking, Usability Testing, User Interface, User Interface.*