

# **ABSTRACT**

**Galih Wibisono (2019071100)**

## ***Development of IFG Life Payment Interface Based on Website***

*The use of digital technology in the insurance industry has become an urgent necessity to simplify transaction processes and enhance user experience. IFG Life, as a progressive insurance company, recognizes the importance of developing an efficient and user-friendly payment interface. This research aims to develop a web-based payment interface that improves performance and accessibility for IFG Life customers.*

*The research methodology involves user needs analysis, interface design, web-based platform development, and functional testing. In the analysis phase, customer satisfaction surveys, interviews with potential users, and evaluations of existing payment interfaces were conducted. The results of this analysis served as the foundation for designing a responsive, intuitive interface tailored to user preferences.*

*Development was carried out using state-of-the-art web development technologies and online transaction security measures. Integration with the IFG Life insurance management system ensures smooth administrative processes and payment tracking. Comprehensive testing was conducted to ensure the reliability and security of the payment interface, with user feedback sought for further improvements.*

*The outcomes of this research are expected to enhance efficiency and customer satisfaction in premium payments for insurance. The development of the web-based payment interface aims to contribute positively to IFG Life's reputation as an innovative and customer-centric company. Furthermore, this research can serve*

*as a reference for other insurance companies planning to enhance their digital payment services.*

