

## Banking Websites in Turkey: an Accessibility, Usability and Security Evaluation

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### Abstract

With the proliferation of the Internet, banks are adopting technologies to create their own Websites. Websites have evolved into an excellent means of information dissemination and visibility. Hence banks and organizations around the world have websites as primary medium for information communication. The information in bank web sites, which are broadly assumed in numerous nations, must be accessible for all people, easy to use, exact and secure. Since the web is a significant assets of information for millions of people at all levels, attaining accessible e-banking services that enable customers to gain from them and execute varied customers' prerequisites, regardless of time and location constraints, has become a global aim. The main aim of this study is to investigate the accessibility, usability and vulnerability of Turkish banking websites. A total of thirty two banking websites in Turkey were analyzed according to the criteria of the WCAG 2.0 guidelines, and all of them was selected for further analysis based on usability and vulnerability criteria. The results showed that the evaluated websites had significant number of accessibility, usability and vulnerability problems.

**Keywords:** Usability · Accessibility · banking websites · vulnerability · WCAG Web Content Accessibility Guidelines WCAG 2.0