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IMPACT OF POOR USABILITY OF VARIOUS ATM: A STUDY OF ATM USERS IN PCMC AREA

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Abstract

The Automated Teller Machine has become an integral part of our Society. Due to increasing popularity, the fraud cases, issues and problems with respect to ATM increased, hence use of ATM can often be a unsatisfactory experience many times. This paper examines a variety of issues experienced by ATM users of PCMC area in Pune.

Author Keywords

ATM, Usability, HCI, Touch Technology