

**EMPLOYEE PERCEPTION ANALYSIS OF THE USE FINGERPRINT ATTENDANCE  
SYSTEM AT DEPARTMENT OF MANPOWER AND TRANSMIGRATION OF  
SOUTHEAST MINAHASA**

**ANALISIS PRESEPSI KARYAWAN TERHADAP PENGGUNAAN SISTEM DAFTAR HADIR  
FINGERPRINT DI DINAS KETENAGAKERJAAN DAN TRANSMIGRASI MINAHASA  
TENGGARA**

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**Abstract:** Currently technology is also used in various work activities, one of which is the attendance system. Attendance is an activity or routine carried out by employees to prove that they are present or not present at work in a company. This attendance relates to the application of discipline determined by each company or institution. The purpose of this study is to find out the employee perception of the usage of fingerprint absence system, in this case within the employees of Department of Manpower and Transmigration of Southeast Minahasa. This study uses a qualitative method and interview toward informants were conducted in order to gain information regarding the phenomenon. The findings of this study show that the current system is better than the previous system in terms of usability and convenience, behaviour changes because employees become more disciplined at work and are quite effective in reducing the risk of fraud. Based on the result, there are several recommendations which maintenance are regarding the machine that used by the employees and giving reward toward employees that can maintain one hundred percent rate of entering the office on time to boost the morale of the employees.

**Keywords:** Employee perception, fingerprint absence system

**Abstrak:** Saat ini teknologi juga digunakan dalam berbagai kegiatan kerja, salah satunya adalah sistem kehadiran. Kehadiran adalah kegiatan atau rutinitas yang dilakukan oleh karyawan untuk membuktikan bahwa mereka hadir atau tidak hadir di tempat kerja di sebuah perusahaan. Kehadiran ini berkaitan dengan penerapan disiplin yang ditentukan oleh masing-masing perusahaan atau lembaga. Tujuan dari penelitian ini adalah untuk mengetahui persepsi karyawan tentang penggunaan sistem absen sidik jari, dalam hal ini di lingkungan pegawai Dinas Tenaga Kerja dan Transmigrasi Minahasa Tenggara. Penelitian ini menggunakan metode kualitatif dan wawancara terhadap informan dilakukan untuk mendapatkan informasi mengenai fenomena tersebut. Temuan penelitian ini menunjukkan bahwa sistem saat ini lebih baik daripada sistem sebelumnya dalam hal kegunaan dan kenyamanan, perubahan perilaku karena karyawan menjadi lebih disiplin di tempat kerja dan cukup efektif dalam mengurangi risiko penipuan. Berdasarkan hasil tersebut, ada beberapa rekomendasi yaitu perawatan mengenai mesin yang digunakan oleh karyawan dan memberikan reward terhadap karyawan yang dapat menjaga tingkat seratus persen memasuki kantor tepat waktu untuk meningkatkan moral karyawan.

**Kata Kunci:** Persepsi karyawan, sistem absensi sidik jari

## INTRODUCTION

### Research Background

Currently the development of technology in various aspects is very fast. Technology is an advancement in the field of science and knowledge that requires people to be more creative and actively follow market

developments. According to Madura (2001), technology is defined as knowledge or tools used to produce goods or services. The implementation of filling in the attendance list or attendance manually (only in the form of an attendance list book), will become an obstacle for organizations to monitor employee discipline in terms of punctuality of arrival and return of employees every day (Heriawanto, 2004 in Ahmad, 2006). For this reason, technology is needed to make it easier for employees to perform attendance, such as using websites, smartphone applications and biometric systems to fill out attendance lists. All modern attendance lists, one of the interesting attendance systems is the attendance system that uses a biometric system and the most widely used biometric attendance system is the Fingerprint attendance system. Southeast Minahasa Regency is a developing district, and this development also encourages the Southeast Minahasa Government to provide an Attendance system in the form of fingerprints at the Manpower and Transmigration Office which is expected to improve work discipline within the Southeast Minahasa government, especially the Manpower and Transmigration Office so that it does not fraud occurred in filling out the attendance list. The main reason why this research is conducted because of two reasons, the idea of digitalization within employees and the shifting perception of employees in this case the employees of Southeast Minahasa Manpower and Transmigration Department.

### **Research Objective**

The objective of this research is to find out employee perception of the use fingerprint absence system in Department Manpower and Transmigration of Southeast Minahasa

## **THEORETICAL FRAMEWORK**

### **Human Resource Management**

Human Resource Management is a process for managing human talent to achieve organizational goals (Snell, Moris and Bohlander, 2016). Meanwhile, Westover (2014) states that human resource management is a strategic process related to staffing, compensation, training, laws and policies regarding workforce, and retaining employees.

### **Employee Perception**

Perception according to Sugihartono (2007:8) is the process of translating or interpreting the stimulation that enters the senses. Meanwhile, according to Rivai (2012:326), perception is defined as a direct response (acceptance) of a person's process of knowing things through their senses. This opinion emphasizes that perception is a process of entering a message through the human senses.

### **Attendance Management System**

According to Shakil and Nandi (2013), Attendance Management System (AMS) is the easiest way to keep track of attendance for community organizations such as industrial organization, business organizations and volunteer groups. Attendance Management System is useful in terms of manpower analysis, day-to-day monitoring of attendance, maintaining statutory registers, monitoring leave records, calculation of overtime and transferring information to the payroll system. Attendance Management System can be grouped into four categories namely Manual System, Biometric System, Card-based System and E-Commerce System.

### **The relationship between Perception and The Use of Fingerprint Absence System**

Fishbein and Ajzen in 1975 with their theory of The Theory of Reasoned Action (TRA) state that a person's reaction and perception of something will determine that person's attitude and behavior. Thus, it can be understood that the reaction and perception of users of the fingerprint attendance system is one of the factors that influence their attitude in using the fingerprint attendance system. Davis (1989) states usefulness as a level where a person believes that the use of a particular subject will be able to improve the performance and work performance of employees who use it. Employees who use the fingerprint attendance system expect benefits in carrying out their duties and expect that fingerprints are easy to learn and easy to operate in carrying out their work.

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### Previous Research

Worku (2019) gathered data from 198 employees of Transnet Engineering as part of an attempt made by the company to describe and quantify the perception held by employees of Transnet Engineering on the degree to which the performance of appraisal system used by the company for performance appraisal was suitable enough for its intended purpose. The perception of employees was measured by using a benchmark defined by Pichler (2012) in which similar measurements were made under near-identical circumstances. All measurements were taken based on a standardised, validated and pre-tested instrument. Pearson's two-by-two chi-squared tests of associations, discriminant analysis and logit regression were used for analyses. The study found that about 63% of participants were happy with the performance appraisal system used by the company, whereas about 37% of participants held a negative perception. The results confirmed that the perception of employees about the performance appraisal system used at Transnet Engineering was affected by the perception of employees on fairness, and the assessment of performance of employees based on key performance indicators. Findings obtained from the study are quite relevant and valuable to all other South African state owned enterprises.

Shakil and Nandi (2013) illustrated improvement of attendance management system based on fingerprint identification for implementation on large databases e.g. of an industry or a garments factory etc. In this project, many new algorithms have been used e.g. gender estimation, key based one to many matching, removing boundary minutiae. Using these new algorithms a new attendance management system has been developed which is faster and cheaper in implementation than any other available today in the market.

Maggay (2018) aimed to develop a fully customized Biometric Attendance Monitoring System (BAMS) of Cagayan State University – Lasam Campus, Philippines (CSU - Lasam) using biometric fingerprint reader to facilitate the monitoring of employees' attendance. This study followed the framework of Design Science Research for Information Systems, thus, the researcher identified the problems and issues encountered in the monitoring of attendance, defined the objectives of the study, designed and developed the system, deployed and tested, and presented the result of the study. A combination of Visual Basic 6.0 as the programming language and MS Access as the Database Management Systems were used in the development of the system. Thus, the overall functionality of the BAMS enables the users to enter data, change and manipulate the data, get information, and store the data and the information. Username and password is no longer needed since all transactions use unique fingerprint to validate users. Furthermore, the BAMS greatly contributes in giving employees' ease and improving work values. Likewise, the BAMS is essential in achieving good governance because it helps track day-to-day attendance of the employees.

### Conceptual Framework



**Figure 1. Conceptual Framework**

*Source: Data Processed, 2022*

## RESEARCH METHOD

### Research Approach

This research used qualitative method that will analyse employee perception by conducting interview to figure out the result of the research. Qualitative research is considered useful to understanding the meaning of experience, actions, and events perceived by people in relation to the complexity of their natural behaviours (Pigeon and Henwood, 1996). According to Perreault and McCarthy (2006:176), qualitative research is the kind of research that seeks to unearth information in depth as well as open to all feedback and not just answer Yes or No. This study will use a case study approach because this research focuses on one particular object,



namely employees who use fingerprints, to analyze employee perceptions of the use of fingerprints in the Department of Manpower and Transmigration of the Southeast Minahasa.

### Population, Sample and Sampling Technique

Polit and Hungler (1999: 37) refer to the population as an aggregation group or the totality of all objects, subjects or members that conform to a set of specifications. Population refers to the entire group of people, events, or things of interest that the researcher wants to investigate. This is a group of interesting people, events or things that the researcher wants to conclude (Sekaran and Bougie, 2009). Meanwhile, according to Sugiyono (2017), qualitative research does not include the term population but only a social situation, which consists of three elements: place, actor, and activity. The sample is a subset or subgroup of populations, Sekaran and Bougie (2009). Meanwhile, the definition of samples according to Sugiyono (2017), is part of the number and characteristics possessed by the population the sample taken from the population must be really representative. Sample size is the number of samples that will be taken from a population. According to Arikunto (2012:104), if the population is less than 100 people, then the total sample is taken, but if the population is greater than 100 people, then 10-15% or 20-25% of the total population can be taken. Based on this study, because the population is not greater than 100 informants, the researchers took 100% of the population at the Manpower and Transmigration Service of the Southeast Minahasa Regency Government as many as 15 informants. Thus, the use of the entire population without having to draw a research sample as a unit of observation is referred to as a census technique.

### Data Collection Method

The data used in this research consist of two types of data, which is primary and secondary data. Primary data are gained from in-depth interview and secondary data are taken from several books, journals, and previous research.

**Table 1. Operational Definition of Research Variables**

Variable	Definition	Indicators
Employee's perception	Perception of employees regarding fingerprint attendance system and how it perceived in terms of the benefits and cost	<ol style="list-style-type: none"> <li>1. Perceived Usefulness</li> <li>2. Perceived Ease of Use</li> <li>3. Attitude Toward Using</li> <li>4. Behavioral Intention</li> <li>5. Behavior</li> </ol>

*Source: Author's note, 2022*

### Instrument of Research

The key instrument of this research is the researcher itself. Instrument in this research is the observation, interview and documentation. In research, this required a human as a researcher because humans can adjust accordingly with the State of the environment.

### Data Analysis Method and Validity

In this qualitative data analysis, there are explanations in detail of the process after collecting data until getting conclusions. According to Miles and Huberman (1994:10-12), there are generally steps in qualitative data analysis, there are: data collection, data reduction, data display, drawing and verifying conclusion. Validity was defined as the extent to which an instrument measure what it purports to measure (Sekaran and Bougie, 2009:262).

## RESULTS AND DISCUSSION

### Result

The first informant is 38 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work because of the informant live far from the workplace. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses normal attendance or writing attendance if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy. The system is more accurate

compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The second informant is 42 years old and already use the finger print attendance for 6 years, the informant never got late to go to work. The punishment for coming late is deduction of salary, there ever a problem regarding the finger print machine because the machine cannot identify the informant. The informant wants to input new finger print motion if the error keeps happening, the informant stated that the system is not that good and prefer e-absence which can be more accurate. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error because it cannot be manipulated and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can be resulted in deduction of salary if the informant come late. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The third informant is 47 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work because of traffic. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine when the machine got broken. The informant uses other finger for the attendance if the other fingers have scars and other, the informant stated that the system is still worthy to be used because there is still no other system than can be better. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error because finger print cannot be manipulated and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline of employees because it can act as benchmark for the employee's performance. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The fourth informant is 56 years old and already use the finger print attendance for 7 years, the informant never got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses normal attendance or writing attendance if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can impact the performance of work. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The fifth informant is 25 years old and already use the finger print attendance for 1 year, the informant never got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine when the informant's fingers are sweaty and the machine cannot identify it. The informant uses photo with time stamp if the machine cannot be used, the informant stated that the system is still worthy to

be used because of its accuracy but can be better if added a face recognition system as well. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers, inks and other for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline of employees because the employees will be scared of getting punishment. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time because it can impacted the workers' performance, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The sixth informant is 38 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work because the informant was taking her child to school. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses photo with time stamp if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy but it can be a problem where there is an electricity issue. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time because it cannot be manipulated. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The seventh informant is 46 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant tell the attendance directly to the leaders if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance because employees will not have the chance to mess around regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees because employees can come early.

The eight informant is 50 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work because of family's issue. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses normal attendance or writing attendance if the machine cannot be used, the informant stated that the system is not worthy to be used because the online attendance already can be used. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late because it cannot be manipulated and also increase the work rate of employees.



The ninth informant is 34 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work. The punishment for it is deduction of salary and disciplinary action, there was never a problem regarding the finger print machine. The informant uses other finger print attendance machine if the machine cannot be used, the informant stated that the system is still worthy to be used because of its sense of ease. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error in terms of doing attendance recap and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The tenth informant is 56 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses normal attendance or writing attendance if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy but the informant hopes it there can be a better system in the future. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees because of the time limit.

The eleventh informant is 57 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work because of the traffic jam. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses other finger that can be accepted by the machine, the informant stated that the system is still worthy to be used because of its accuracy. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance because it cannot be duplicated by other. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline and make the workers become more professional. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees because there is benefit that offered by the office for workers that always attend on time.

The twelfth informant is 35 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses normal attendance or writing attendance with the approval of the leaders if the machine cannot be used, the informant stated that the system is outdated and prefer to use e-absence. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error but the finger print attendance machine is costly which can be around 1-2 million Rupiah. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on

time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees especially for those who are lacking in term of working properly and going out during the work time.

The thirteenth informant is 54 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses normal attendance or writing attendance if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well but not easy to use according to the informant, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in deduction of salary. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The fourteenth informant is 47 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because of the lack of electricity that happen. The informant uses normal attendance or writing attendance if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy. The system is more accurate compare to using normal attendance list and the machine can identify the right finger print as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline of employees because they feel concern of getting late to work. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

The fifteenth informant is 40 years old and already use the finger print attendance for 7 years, the informant ever got late to go to work. The punishment for it is deduction of salary, there ever a problem regarding the finger print machine because full memory of the machine. The informant talks directly to head of the office regarding attendance if the machine cannot be used, the informant stated that the system is still worthy to be used because of its accuracy. The system is more accurate compare to using normal attendance list and the machine can identify the right fingerprint as well, the system can reduce human error and also reducing cost according to the informant because the office no longer needs many papers for attendance. The finger print attendance is efficient in term of time as well and easy to use, the system also makes it easier for controlling the issue regarding attendance. Personal data of finger print is safe within the system and it is easy to register too, according to the informant the finger print attendance can increase discipline in terms of time. The system made the informant always come on time because it can automatically tell whether the informant came late or not, which can be resulted in punishment. The finger print attendance also made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees.

## **Discussion**

### **Perceived Usefulness**

Perceived usefulness is the employee's belief in the benefits of the fingerprint attendance system that will improve employee performance. Perceived usefulness as part of employee's perception regarding the system in term of benefit and how it can be useful for daily works. From 15 informants all have the same perception regarding usefulness and ease of use, the finger print system is more accurate compare to normal attendance and can reduce the number of human error and also costs compare to the old system. The research done by Coetzer (2007) shows link regarding usefulness and perception, it is stated that usefulness take a big part of perception when an employee try to assess something. The result shows that by having positive usefulness



meaning it can give more impact toward the perception, the better the usefulness will cause better perception. And it is happened regarding the finger print attendance system that already implemented by the office.

### **Perceived Ease of Use**

Perceived ease of use is the employee's belief that the fingerprint attendance system will provide convenience in doing attendance. Meaning that ease of use talks about how convenience it is to use the machine in works, the sense of ease is the main role within this aspect. From 15 informants all have the same perception regarding usefulness and ease of use, the finger print system is more accurate compare to normal attendance and can reduce the number of human error and also costs compare to the old system. While in term of ease of use all informant respond that the machine is easy to use and also have benefit in term of time as well, it is fast and convenient for the employees to use. Research done by Worku (2019) shows that ease of use for a certain working media can affect the perception of employees, this perception will make a better output regarding how employees will work in the future. Therefore, the current system is better compared to previous system in term of usefulness and sense of ease. Meaning that the company already done the right choice in implementing finger print attendance.

### **Attitude Toward Using**

Attitude toward using a media is the tendency and feeling of employees towards the usefulness of the fingerprint attendance system. The link between the finger prints attendance and attitude can be seen regarding the changes that happen during the implementation of the system, there can be changes that might happen with the implementation of new attendance system compare to the previous one. From 15 informants, the majority stated that the personal data within the system are all in safe hands and the registration process is easy to do. Meaning the attitude toward the attendance system is well received by the employees, because of the positive responses. Maggay (2017) found that employees became more conscious about their attendance. Some employees are setting an alarm in their mobile phones just to meet the prescribed time integrated into the system. As an effect, employees can serve the clients. This also happen toward the workers within the research, meaning the result of the research shows changes regarding attitude in a more positive way. The employees become more discipline in their works and changes regarding positive attitude as well.

### **Behavioral Intention**

Behavioral intention are employee desires to perform a certain behavior on the use of the fingerprint attendance system, the indicator act as the standard of seeing the employee's behavior in terms of work discipline. While in term of behavioral intention, all informants agree that the system made all the employees become self-aware of their attendance. The punishment implemented by the company is enough for the employees to change the behavior because of fear regarding the punishment, this result in line with previous research in terms of behavior changes upon a new implementation of a system. Maggay (2017) found that employees became more conscious about their attendance and change their behavior in order to avoid punishment from the superior. Some employees are setting an alarm in their mobile phones just to meet the prescribed time integrated into the system. As an effect, employees can serve the clients and have more positive behavior in working capacity. This also happen toward the workers within the research, meaning the result of the research shows changes regarding behavior intention which is the idea of positive behavioral intention toward the current system and the working capacity of the employees

### **Behaviour**

Overall behavior is how the employees act toward the attendance system, most notably in term of overall responsibilities while working and the chance of cheating while using the new system. From 15 informants all have the same perception regarding overall behavior, the finger print attendance made employees become more responsible to come on time, it can reduce the chance of fraud in terms of coming late and also increase the work rate of employees. This result is in line with previous research done by Ko, Pei and Tsai (2016). The result of the research stated that showed that employee attitudes, self-efficacy and subjective norms can be change with an effective media implemented by certain company. In this particular research, the chance of cheating or fraud can be a problem not only for the company but also the employees too. The result shows the implementation of finger print attendance system is effective enough to reduce the risk of cheating and fraud, thus proving the choice of implementation is already in the right place.

**CONCLUSION AND RECOMMENDATIONS****Conclusion**

The results of the study found that the current system is better than the previous system in terms of usability and convenience, behaviour changes because employees become more disciplined at work and are quite effective in reducing the risk of fraud. Although it was found that several employees thought that the fingerprint attendance system had weaknesses and recommended it to be replaced with another system, most of the employees were of the opinion that they would continue to use the fingerprint system. This finding concludes that employees' perception of fingerprint absenteeism is positive because it can lead to positive outcomes regarding overall behaviour. This means that the implementation of a system that uses finger print is already in the right place according to employee perceptions, therefore further improvements are needed from the existing system to increase better output.

**Recommendation**

There are 2 main recommendation that can be done by the office in order to improve the current situation, first is maintenance of the current system of attendance and second is give reward for employees.

1. Maintenance here is regarding the machine that used by the employees, in order to maintain the current condition and also improve it in the future monthly check-up can be done toward the condition of the machine. In the end machinery need to be checked in order to be suited with the company's work rate at the office, there for a monthly check-up and also upgrading the data storage for the machine will be the best solution. The problems regarding unrecognized finger prints, problem during lack of electricity and other types of errors need to be handle quickly so employees can use the machine well without any problems.
2. The second one is giving reward toward employees that can maintain one hundred percent rate of entering the office on time, by doing this it can boost the morale of the employees to get to the office on time because there will be a reward for it. The researcher hopes, this research will be used to gain more comprehensive understanding regarding the relation of employee's perception and machinery within a company such as finger attendance machine toward the next researches. It is also recommended for the next researcher to have more informants or conduct the research in wide area such as in North Sulawesi; other input such as different types of variables and also different perspective of conducting the future research will make the final result better for the future researcher and give a more comprehensive understanding regarding this topic.

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