



ANALYSIS OF THE APPLICATION OF FINGERPRINT ATTENDANCE (FINGERSPOT) AND SERVICE CHARGE ON EMPLOYEE WORK DISCIPLINE AT LE GRANDE BALI ULUWATU HOTEL

Putu Prita Pramesti Geraldine¹⁾, Ida Bagus Sanjaya²⁾, Upayana Wiguna Eka Saputra³⁾

^{1,2,3,)} Business Administration, International Business Management, Bali State Polytechnic, Indonesia

^{1,2,3,)} pritageraldine@gmail.com (*), sanjaya.idabagus@gmail.com, upayanawiguna@pnb.ac.id

ARTICLE HISTORY

Received:

June 26, 2025

Revised

June 29, 2025

Accepted:

July 15, 2025

Online available:

August 13, 2025

Keyword:

Employee Work Discipline
Fingerprint Absence, Human
Resources, Service Charge

*Correspondence:

Name: Putu Prita Pramesti

Geraldine

E-mail:

pritageraldine@gmail.com

Editorial Office

Ambon State Polytechnic
Center for Research and
Community Service
Ir. M. Putuhena Street, Wailela-
Rumahtiga, Ambon
Maluku, Indonesia
Postal Code: 97234

ABSTRACT

Introduction: This study was conducted to examine the impact of the implementation of an attendance system based on fingerprint technology (Fingerspot) and the provision of service charges on the level of discipline of workers at Le Grande Bali Uluwatu Hotel. The object of the study includes the entire workforce of Le Grande Bali Uluwatu Hotel, which consists of 183 employees.

Methods: The data collection process employed a cross-sectional design, with questionnaires distributed online through the Google Forms platform. The sampling method employed the Proportionate Stratified Random Sampling technique, resulting in a sample of 65 respondents. The characteristics of this research are classified as explanatory research using a quantitative approach. Research data processing utilizes the SPSS application to analyze the correlation between research variables.

Results: The data collection strategy applied includes distributing questionnaires, reviewing literature, and direct observation. The information collected will be analyzed in a numerical format that is quantitative in nature. The analysis method used consists of Instrument Validity and Reliability Test, Descriptive Statistical Analysis, Classical Assumption Testing, and Hypothesis Testing. The outcome of this research is expected to be able to provide a comprehensive picture of the correlation between the application of the fingerprint attendance system and the allocation of service charges to the level of employee discipline. The conclusion of this research is that the application of Fingerprint Attendance (Fingerspot) and Service Charge makes a positive and significant contribution in optimizing performance and providing positive evaluations and feedback to the Human Resources Department regarding the work discipline of employees at Le Grande Bali Uluwatu Hotel.

INTRODUCTION

In the era of globalization, the advancement of the tourism industry is increasingly driving competition and innovation in hospitality services (Rahayu, Kamumu, and Wijanarko 2020). Tourism has an important role in building a country's image at the international level. Tourism is one of the main sectors in the economy that includes various supporting industries such as transportation, aviation, restaurants, and hospitality (Rahayu, Kamumu and Wijanarko, 2020) In Bali, the hospitality sector has a strategic role as one of the largest contributors to regional income and foreign exchange.

Based on data (Okezone Finance 2025) the number of foreign tourist visits reached almost 5.8 million people in the period January to November 2024, which showed a significant increase of 20.7% when compared to the same time span in 2023. The data indicates a trend of tourist mobility that is experiencing consistent sustainable growth, while proving that the hotel accommodation industry sector in Bali is experiencing significant development, characterized by an increasing quantity of classy hotels and occupancy rates that show a progressive increase from year to year.

In the hospitality industry, service quality is the main factor that determines the competitiveness of a hotel. The important thing in managing human resources is to form and maintain consistent work discipline in employees. According to (Muryani, et al 2022) the main objective of human resource management is to obtain, develop, and maintain quality human resources to support the achievement of organizational goals. Human resource management tasks include planning, recruitment, training and development, compensation, and performance evaluation, all of which aim to increase work effectiveness and productivity in the organization.

Work discipline is not only the main foundation in maintaining the stability of organizational operations but also acts as a foundation in building productivity and consistent performance quality. Employees who have a high level of discipline tend to be more compliant with company rules, norms, and procedures, so that they are able to complete their tasks in a timely manner, satisfactory results, and significant contributions to the achievement of organizational strategic goals. According to (Malombeke et al. 2024) employee work discipline includes compliance with various aspects, such as established working hours, regularity in carrying out tasks, and the application of ethical norms that apply in the work environment.

To overcome the challenges of discipline, various strategies have been developed, one of which is the application of fingerprint-based attendance technology (Fingerspot). This technology utilizes a unique pattern on each individual's fingerprint that cannot be inherited and is permanent, as explained by (Saputra, Efendi, and Fatimah 2024) Fingerspot attendance not only ensures that employees' attendance is recorded accurately, but also encourages them to be more disciplined in adhering to their work schedules and responsibilities. In addition to providing better control over attendance, this system also helps companies reduce the potential for fraud that may occur in manual attendance recording.

The fingerprint attendance system has various advantages that support the effectiveness of employee attendance management (Gifelem, Mangantar, and Uhing 2021). As explained by (Gifelem et al. 2021) attendance has a close relationship with the application of discipline in every company or agency, which reflects how much employee commitment to the rules and standards set by the organization. With this system, attendance data can be directly connected to the calculation of incentives, such as transportation bonuses and service charges, thus providing more reliable actual evidence. In addition, the use of fingerprints (Fingerspot) reduces the risk of fraud, improves recording accuracy, and simplifies personnel administration (Gifelem et al. 2021) . The reliability of this system makes it a top choice in improving labor discipline and productivity.

Apart from functioning as a financial incentive, service charges can also act as a motivation for employees to work more optimally. When employees are satisfied with the amount of service charge received, employees tend to have greater work enthusiasm to carry out professional activities in a quality manner, increase productivity, and maintain service quality (Mursanto and Meira, 2023) However, if the distribution system is not carried out fairly and transparently, this can lead to dissatisfaction which leads to a decrease in work discipline.

The implementation of a fingerprint attendance system (Fingerspot) at Le Grande Bali Uluwatu Hotel is a strategic step in improving employee efficiency and discipline. Previously, the attendance system was still mixed, namely using manual methods in the form of paper and signatures, as well as fingerprint systems. However, the old

system had limitations, especially when the data recapitulation process by HRD was carried out simultaneously with the time when employees took attendance. This often causes technical disruptions that make employees have to wait for the recap process to be completed, so that attendance delays cannot be avoided. To overcome these problems, the company finally switched to a full fingerprint attendance system, which is able to record attendance in real-time and more accurately. The implementation of this system also facilitates supervision and supports the creation of a more disciplined work culture.

In addition, as a form of appreciation for employee performance and discipline, the service charge system is also implemented as an additional incentive. Service charge has a strategic function in encouraging work motivation and shaping individual responsibility for work tasks and time. When applied fairly and transparently, service charges can increase employee job satisfaction and strengthen their loyalty to the company.

Therefore, this research will analyze the extent to which the fingerprint attendance system is able to strengthen discipline management, and how the provision of service charges can be an incentive that contributes to improving work discipline. Based on theoretical studies and previous research, the combination of modern attendance technology and performance-based incentive systems has high prospects in building a more professional and optimal work culture.

LITERATURE REVIEW

Human Resources Management

Human Resource Management (HRM) is an important part of the organization that focuses on managing the workforce to achieve organizational goals (Raymond, Siregar, D. L., Indrawan, M. G., & Sukma 2023). State that human resource management is a systematic process that involves planning, recruiting, training, developing, and evaluating employee performance. The goal is to increase work effectiveness and ensure that the organization has competent and productive human resources.

Two Factor Theory Herzberg

The Two-Factor Theory developed by Frederick Herzberg is one of the most influential conceptual frameworks in understanding the dynamics of employee work motivation. This theory classifies the factors that influence job satisfaction and motivation into two main categories, namely motivator factors and hygiene factors (Tanujayaputra & Budiharjo, 2019) This concept becomes relevant in the context of this research because the implementation of the fingerprint attendance system (fingerspot) and service charge at Le Grande Bali Uluwatu Hotel can be seen as elements related to these two factors in influencing employee work discipline.

Fingerprint Absence (Fingerspot)

According to (Putra, Wimba, and Sanjaya 2022) fingerprints are a pattern of strokes found on the surface of the skin of the fingertips that are unique to each individual (Saputra et al. 2024) This pattern is not only different from one person to another, but also remains unchanged throughout a person's life. Because of its uniqueness and stability, fingerprints are often used as a method of identification in various fields, including security and administration.

Service Charge

Service charge is a form of additional compensation given to employees, especially in the hospitality and service sectors, as part of the profit sharing derived from services to customers. The provision of service charge has an important role in increasing employee motivation and discipline. When employees are satisfied with the amount of service charge received, they tend to be more motivated to work well, increase productivity, and maintain service quality (Mursanto and Meira, 2023) Conversely, if employees feel that the service charge provided is inadequate, then this incentive fails to function as a motivating factor, which can lead to a decrease in morale and discipline in carrying out tasks. Research by (Kepakisan, Waelan, and Sanjaya 2022) shows that the implementation of an incentive system can create a deterrent effect and positive expectations that encourage employees to improve discipline, especially in terms of punctuality, as evidenced by direct testimonials from employees who feel the positive impact of the system.

Employee Work Discipline

In research (Arnisah and Siregar 2022) it is explained that the term "discipline" comes from the Latin *discerre*, which means "to learn." This word was originally used to describe the process of training or habituation in various aspects of life. This word was originally used to describe the process of training or habituation in various aspects of life. This concept then developed into an approach used to form regular patterns of behavior through the application of certain values. Discipline is also considered as one of the important strategies applied by leaders to build effective communication with their subordinates. In the context of organizational life, the term discipline is often used in the industrial or work world, where subordinate behavior is not always in line with the applicable goals and conditions (Sutianingsih and Handayani 2021).

Previous Study and Hypothesis

1. The Effect of Fingerprint Time Attendance Implementation (Fingerspot) on Employee Work Discipline at Le Grande Bali Uluwatu Hotel.

The fingerprint time attendance system has developed into one of the technological solutions that can significantly improve employee work discipline. By using a system like Fingerspot, companies can record employee attendance automatically without human intervention, which reduces the possibility of fraud or data manipulation. The main advantage of a fingerprint attendance system is the ability to verify employee identities accurately and quickly, thereby reducing the possibility of unauthorized attendance or incorrect recording (Maningke, Setiawati, and Harahap 2020)

Based on the results of previous research and the arguments described above, it can be concluded that the fingerprint attendance system is expected to have a positive effect on work productivity. This supports the research hypothesis that the Fingerspot attendance system based on fingerprint technology will have a positive and significant effect on employee work discipline at Le Grande Bali Uluwatu Hotel, because the accuracy and reliability of this technology can ensure proper and objective attendance recording, thus encouraging employees to be more disciplined in carrying out their work schedule.

H1: It is suspected that Fingerprint Attendance (Fingerspot) has a positive and significant effect on Employee Work Discipline at Le Grande Bali Uluwatu Hotel.

2. The Effect of Service Charge Implementation on Employee Work Discipline at Le Grande Bali Uluwatu Hotel.

Service charge is a form of incentive given to employees in the hospitality industry in addition to the basic salary. This incentive aims to improve employee welfare and encourage productivity and work discipline (Ichsan, 2020). According to research (Mursanto and Meira, 2023) at Fave Hotel A. Yani Banjarmasin, the provision of service charges is proven to have a significant influence on employee performance. This financial incentive encourages employees to work better, follow company rules, and increase their discipline in carrying out their duties. In addition, research (Namira, Y. U., Syamsurizal, & Purniwarti 2023) at The Acacia Hotel Jakarta shows that service charges contribute 40.06% to employee job satisfaction, which in turn has an impact on increasing compliance with the rules set by the company. Based on research (Wirawan, Haris, and Suwendra 2019) has been carried out regarding the provision of incentives on staff work commitment in hotels, providing incentives has a positive impact on employee work commitment. Research findings on Sheraton Kuta Badung Hotel staff show that the highest value is found in aspects of material incentives such as bonuses and service charges. These results indicate that when the incentive system in an organization or company is carried out effectively, transparently, and in line with established policies, it will foster strong loyalty in employees.

Based on the findings of (Angraeni 2023) an effective performance appraisal system can be the basis for providing additional compensation such as bonuses and incentives. This is in line with the concept of service charge in the hospitality industry, where the provision of additional compensation based on performance can increase employee motivation and discipline. At Le Grande Bali Uluwatu Hotel, the application of service charge is expected

to function as a control tool for employees to be more disciplined in carrying out their duties. An incentive system linked to performance and discipline can have a motivational effect, so that employees are more committed to company regulations and service standards that have been set. Thus, the application of service charges not only increases job satisfaction, but also strengthens employee discipline through an effective reward system (Human Resources Departemen 2025).

H2: It is suspected that Service Charge has a positive and significant effect on employee discipline at Le Grande Bali Uluwatu Hotel.

3. The Effect of Fingerspot and Service Charge Implementation simultaneously on Employee Work Discipline at Le Grande Bali Uluwatu Hotel

Fingerspot and service charge attendance systems are two factors that can contribute simultaneously in improving employee work discipline in the hospitality sector. The fingerprint attendance system acts as a direct control mechanism that ensures employees are present as scheduled and adhere to set working hours. Meanwhile, the service charge serves as a financial incentive that provides additional motivation for employees to maintain their performance and discipline. According to research (Ngurah et al. 2022) the implementation of the fingerprint attendance system has a positive influence on employee performance with work discipline as a mediating variable. This shows that the existence of a high-tech attendance system is able to improve discipline, which in turn has an impact on increasing productivity.

On the other hand, research (Mursanto and Meira, 2023) found that the provision of service charges contributes to improving work performance, which reflects the relationship between financial incentives and employee disciplinary behavior. Based on research (Putra et al. 2022), the results of research at the Pemecutan Kaja Village Office, North Denpasar District, Denpasar City show that the biometric attendance system (fingerprint) has a positive and meaningful impact on apparatus work discipline. This finding indicates that increasing work discipline can be achieved through optimizing the factors inherent in the biometric attendance system, including ease of use compared to conventional attendance systems, accuracy levels that are able to suppress fraudulent attendance practices, and guaranteed data security aspects. In addition, the same study also proved that financial compensation makes a positive and significant contribution to improving the work discipline of village officials. Increased discipline can be realized through improvements in financial compensation indicators such as the provision of decent wages and salaries, adequate incentive systems, and allowances that are proportional to the workload and given consistently on schedule.

When these two factors are applied together, a more significant increase in employee discipline is expected compared to the application of each factor separately. The combination of strict control from the fingerprint attendance system (Fingerspot) and motivational encouragement from service charges can create a more orderly, fair work environment, and motivate employees to work in accordance with company regulations. Thus, this study hypothesizes that the implementation of the fingerprint attendance system and service charge has a simultaneous influence in improving employee discipline at Le Grande Bali Uluwatu Hotel.

H3: It is suspected that Fingerprint Attendance (Fingerspot) and Service Charge simultaneously have a positive and significant effect on Employee Work Discipline at Le Grande Bali Uluwatu Hotel.

RESEARCH METHODS

This study implements a research method with a quantitative approach. The study was conducted at Le Grande Bali Uluwatu Hotel, a five-star hotel located in Uluwatu, Bali. This hotel is one of the well-known accommodations with a high reputation in service and employee management. The subject population of this study are all employees of Le Grande Bali Uluwatu Hotel who come from various departments, namely Front Office, F&B Service, F&B Product, Housekeeping, Human Resource, Finance, Engineering, Security. The total population in this study was 183 employees. Simple random sampling technique was used as the sampling method in this study. This study involves two main categories of variables, namely independent variables (X) and dependent variables (Y). The data in this study were obtained directly from employees who used the fingerprint attendance system. Secondary data

from this study were obtained from previous studies such as books, journals, articles, SOP Book of Company Regulations for Le Grande Bali Uluwatu Hotel. SOP Hotel regulations aim to explore a deeper understanding of employee regulations in using the fingerprint attendance system and regulations on the service charge distribution mechanism. The data collection method in this research applies literature review, questionnaire, direct observation, and documentation. This research data analysis technique uses a descriptive statistical approach. The research instrument testing was carried out through validity, reliability, classical assumption tests, and hypothesis testing (Sugiyono 2023).

RESULT AND ANALYSIS

1. The Effect of Fingerprint Time Attendance Implementation (Fingerspot) on Employee Work Discipline at Le Grande Bali Uluwatu Hotel.

Table 1 Partial T- Test Results

Model	Understandardized		Standardized Coefficient	t	Sig.
	Coefficient	Std.Error			
(Constant)	B	Std.Error	Beta	2.779	0,007
	5.916	2.129			
Fingerprint Absence (Fingerspot)	1.099	0,118	0,699	9.311	0,000
Service Charge	0,601	0,158	0,286	3.809	0,000

Source: Output SPSS (2025)

This finding is in line with Herzberg's Two-Factor Theory, where the fingerprint attendance system can be categorized as a hygiene factor related to company policies and working conditions. The implementation of this technology has created transparency and objectivity in recording attendance, thus reducing the potential for subjectivity and fraud that may occur in a manual system (Tanujayaputra & Budiharjo, 2019). The management of Le Grande Bali Uluwatu Hotel shows a strong commitment in providing the best facilities for employees, including through a more modern and effective fingerprint attendance changeover system in October 2024.

Referring to the results of the t (partial) test that has been carried out, the t-count value for the fingerprint attendance variable (Fingerspot) is 9.311 with a significance value of 0.000 ($p < 0.05$) indicating that fingerprint attendance (Fingerspot) has a positive and significant effect on employee discipline at Le Grande Bali Uluwatu Hotel. This means that the better and more effective the implementation of the fingerprint attendance system, the higher the level of employee discipline.

Table 2 Statistic Descriptive Result

Variabel	N	Minimum	Maximum	Mean	Std. Deviation
Fingerprint Absence (Fingerspot)	65	16	45	37.72	5.149
Service Charge	65	10	30	25.08	3.850
Employee Work Discipline	65	30	75	62.46	8.424

Source: Output SPSS (2025)

Based on descriptive statistics, the fingerprint attendance variable (Fingerspot) shows a mean value of 37.72 out of a maximum value of 45, which indicates a high level of implementation and acceptance of this system among

employees. The standard deviation of 5.149 indicates a fairly low variation in employee responses, indicating a uniform perception of the fingerprint attendance system.

This finding is in line with research (Ngurah et al. 2022) which found that fingerprint attendance has a positive effect on performance through improved work discipline. Biometric attendance systems such as fingerprints create an effective control mechanism in ensuring employee punctuality and attendance, which are fundamental aspects of work discipline.

The findings of this study are in line with the results of research conducted by (Rochendi 2022) which showed a strong contribution of the fingerprint system to work discipline. However, the research at Le Grande Bali Uluwatu Hotel provides a more comprehensive contribution because it was conducted on a larger scale by considering contextual factors such as the type of work and diverse work shifts in the hospitality industry. In addition, this study also examines how the technology is accepted by employees psychologically and socially in a dynamic hotel work environment.

The implementation of the latest fingerprint technology at Le Grande Bali Uluwatu Hotel overcomes technical barriers previously identified by (Madonna Maningke et al. 2020) such as interruptions when the recapitulation process coincides with employee attendance time. The new system allows HRD to recapitulate data without interrupting the employee attendance process, so there are no more attendance delays caused by technical factors. Employees do not need to wait for the recap process to be completed to take attendance, which increases time efficiency and reduces potential delays (Human Resources Department, 2024).

This system also overcomes the weaknesses found in research (Malombeke et al. 2024) where in a different context, the effectiveness of biometric attendance has no significant effect on work discipline. The successful implementation at Le Grande Bali Uluwatu Hotel can be attributed to the management's commitment in conducting socialization, training, and ongoing system maintenance, so that employees understand the importance of this system in supporting a culture of work discipline.

Table 3 Employee Fingerprint Absence Rekapitulation

Month	Employee Total	On Time Present	Late	Permission	Sick	No Confirm	Attendance Rate
October 2024	174	150	16	5	3	2	95,4 %
November 2024	177	155	13	4	3	2	94,9 %
December 2024	175	150	15	6	2	2	94,2 %
January 2025	180	162	12	3	2	1	96,6 %
February 2025	183	168	10	3	1	1	97,2 %
March 2025	183	170	9	2	1	1	97,8 %
April 2025	183	172	8	2	1	0	98,3%

Source : Fingerprint Absence (Fingerspot) Database Human Resources Departemen 2025

The positive development continued until December 2024 with an attendance rate of 94,2 % (150 out of 175 employees attended on time, 16 were late, 5 had permission, 3 were sick, and 2 were unavailable). The moment of improvement was further strengthened in January 2025 by achieving an attendance rate of 96,6 % where 162 out of 180 employees attended on time, only 12 were late, 3 were excused, 2 were sick, and 1 was unavailable. February 2025 showed an even better performance with an attendance rate of 97,2 % (168 out of 183 employees were present on time, 10 were late, 3 were excused, 1 was sick, and 1 was unavailable). The positive trend continued in March

2025 with an attendance rate of 97.8% where 170 out of 183 employees were present on time, only 9 people were late, 2 people had permission, 1 person was sick, and 1 person was unavailable. The peak was reached in April 2025 with the highest attendance rate of 98.3% where 172 out of 183 employees were present on time, tardiness dropped dramatically to only 8 people, no employees had permission or illness, and none of the employees were absent without explanation.

2. The Effect of Service Charge Implementation on Employee Work Discipline at Le Grande Bali Uluwatu Hotel

Table 4 Multiple Linear Regression Test Results

Model	Understandardized Coefficient		Standardized Coefficient	t	Sig.
(Constant)	B	Std.Error	Beta	2.779	0,007
	5.916	2.129			
Fingerprint Absence (Fingerspot)	1.099	0,118	0,699	9.311	0,000
Service Charge	0,601	0,158	0,286	3.809	0,000

Source: Output SPSS (2025)

The results of statistical testing indicate that a significant effect on employee work discipline at Le Grande Bali Uluwatu Hotel. The partial t test shows a significance value of $0.000 < \alpha = 0.05$, with a t count value of 3,809 confirming that service charge has a positive and significant effect on the level of employee discipline.

Table 5 Coefficient of Determination (R)

R	R Square	Adjusted R Square
0,960 ^a	0,922	0,919

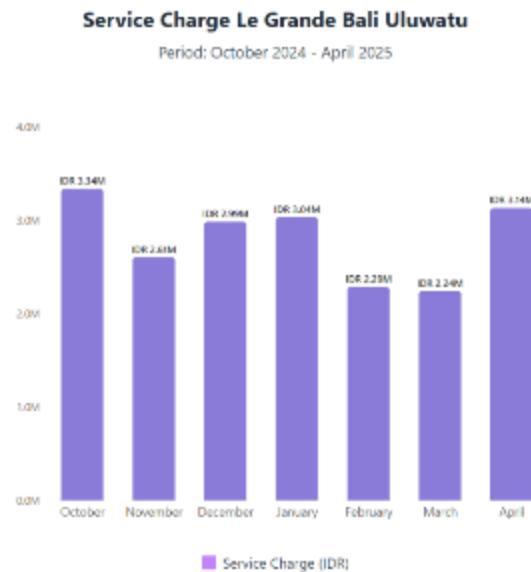
Source: Output SPSS(2025)

The attendance data showing a consistent increase from 95.4 % in October 2024 to 98.3% in April 2025 proves that the service charge, although fluctuating, remains effective as an external motivator. The results of this study reinforce the findings of (Mursanto and Meira 2023) which show a significant effect of service charge on the work performance of hotel employees with an Adjusted R² value of 91,9 % service charge acts as a financial incentive that motivates employees to work more optimally, including in the aspect of work discipline.

This finding is different from the results of research (Wirawan et al. 2019) at Sheraton Hotel Kuta which showed the lowest score on material incentives such as service charges. This difference in results can be explained by differences in the implementation of the transparency system and distribution policies applied. At Le Grande Bali Uluwatu Hotel, the service charge system is managed more transparently and fairly, so employees have a better understanding of the distribution mechanism.

In the context of Herzberg's Two-Factor Theory, service charge can be categorized as an element that has dual characteristics, namely as a hygiene factor in the aspect of financial compensation as well as a motivator factor when its distribution is linked to performance and discipline (Tanujayaputra & Budiharjo , 2019). Hotel Le Grande Bali Uluwatu has implemented a transparency system in the distribution of service charges through the provision of a pocket guide book to each new employee that contains a thorough explanation of company regulations, employee rights, and service charge calculation mechanisms in a fair and transparent manner.

Figure 1. Service Charge Report Le Grande Bali Uluwatu October 2024 – April 2025



Source: Human Resources Departemen Le Grande Bali Uluwatu 2025

Although the data shows fluctuations in the nominal service charge over the period October 2024 to April 2025, the attendance rate and employee discipline continued to show a positive trend. In October 2024, the service charge was recorded at IDR3,340,967 with an on-time attendance rate of 95,4 %. When the service charge decreased in November 2024 to Rp2,608,867, the on-time attendance rate increased to 94.9 %. A similar pattern was seen in December 2024 with a service charge of IDR2,988,791 and an attendance rate of 94.2%, and January 2025 with a service charge that stabilized at IDR2,988,791 but an attendance rate that jumped significantly to 96.6%.

This phenomenon shows that employee motivation to maintain work discipline does not solely depend on the nominal amount of the service charge, but rather on the perception of fairness and transparency in the distribution system. February and March 2025 recorded lower service charges of IDR 2,251,257.98 and IDR 2,244,882.93, but the on-time attendance rate continued to increase to 97.2% and 97.8%. This indicates that the transparent and fair system has created employee trust in the reward mechanism implemented by the company.

The significant increase in service charge in April 2025 to Rp3,140,335.88 shows the positive impact of consistent employee discipline which is reflected in the overall improved performance of the hotel with the attendance rate improve 98,3 %. This increase not only impacts the financial aspect of employees, but also strengthens their motivation to maintain and improve the disciplinary standards that have been achieved. A fair and transparent service charge system has served as a positive reinforcement that encourages employees to continue to demonstrate the expected disciplinary behavior.

Research (Namira, Y. U., Syamsurizal, & Purniwarti 2023) highlights that service charges contribute 40.06% to employee job satisfaction in the hospitality sector. High job satisfaction in turn can encourage increased discipline, as employees feel financially rewarded for their contributions. What needs to be considered in the application of service charges is transparency and fairness in the distribution system. As stated by (Arnisah and Siregar 2022), fairness in the incentive system is one of the important factors in building work discipline. Le Grande Bali Uluwatu Hotel needs to ensure that the service charge distribution system is carried out fairly and transparently to avoid dissatisfaction that can lead to a decrease in work discipline.

The implementation of the guide book pocket as a medium of information transparency has played an important role in building employees' understanding of the relationship between individual performance and the rewards received. Employees better understand that their level of discipline directly affects the amount of service charge they will receive, thus creating intrinsic motivation to maintain high standards of discipline. This transparency also reduces the potential for conflict and dissatisfaction that can arise from perceived unfairness in the distribution of service charges.

3. Simultaneous Effect of Fingerprint Absence Implementation (Fingerspot) and Service Charge on Employee Work Discipline at Hotel Le Grande Bali Uluwatu

Table 7 Simultaneous F-test Result

Model		Sum of Squares	Df	Mean Square	F	Sig
1	Regression	3870,670	2	1935,335	364,684	0,000 ^b
	Residual	329,027	62	5,307		
	Total	4199,697	64			

The findings of multiple linear regression analysis demonstrate that the implementation of fingerprint attendance technology (Fingerspot) and the service charge program produces a very substantial impact on employee work discipline at Le Grande Bali Uluwatu Hotel. The simultaneous F test obtained a statistical F value of 364.684 with a significance level of 0.000 which is far below the critical limit of $\alpha = 0.05$, indicating that the two predictor variables collectively make a meaningful contribution to the criterion variable.

Table 8 Coefficient of Determination (R)

R	R Square	Adjusted R Square
0,960 ^a	0,922	0,919

The intensity of the correlation between the independent variable and the dependent variable is reflected through the correlation coefficient (R) which is 0.960, indicating a very close association between the application of the fingerprint attendance system and service charge to the level of employee work discipline. The coefficient of determination (R^2) of 0.922 implies that 92.2% of fluctuations in employee work discipline can be explained by the combined implementation of fingerprint attendance technology and service charge mechanisms, while the other 7.8% proportion is caused by external variables that are beyond the scope of this study. The Adjusted R Square value of 0.919 validates that the regression model applied has a very optimal predictive capability and can be trusted to describe the interaction between variables.

The synergy between these two systems creates a comprehensive and effective human resource management ecosystem. The fingerprint attendance system serves as an objective control mechanism that ensures the accuracy of attendance records, while the service charge acts as a reward system that provides financial incentives for employees who demonstrate consistent work discipline (Tanujayaputra & Budiharjo, 2019). This combination of control and reward creates an optimal balance between hygiene and motivator factors in Herzberg's Two-Factor Theory.

This finding reinforces the idea that the combination of an effective attendance monitoring system and a fair financial incentive mechanism has a greater impact on employee discipline than if implemented separately. The implementation of fingerprint attendance creates an accurate and transparent attendance monitoring system, while the service charge provides financial motivation for employees to maintain work performance, including discipline.

Managerial commitment also plays an important role in the effectiveness of implementing both systems. As found by (Suale et al, 2023) managerial commitment strengthens the impact of the biometric attendance system on employee discipline. The management of Le Grande Bali Uluwatu Hotel needs to ensure that the implementation of the fingerprint attendance system and service charge management is carried out consistently and has the full support of all levels of management.

The management and HRD department of Le Grande Bali Uluwatu Hotel demonstrate a consistent commitment in evaluating all policies and employee performance by enforcing discipline through a warning letter system. This system serves as a corrective mechanism that gives employees the opportunity to improve their behavior before facing more severe sanctions. The implementation of this multilevel warning system reflects a humanist yet firm approach to discipline enforcement.

The warning letter system implemented functions as an early warning system that signals to employees about the consequences of undisciplined behavior. The issuance of warning letters is carried out in stages, starting from verbal warnings, first, second, and third warning letters before termination of employment. This mechanism provides a fair opportunity for employees to improve themselves while still maintaining the disciplinary standards set by the company.

The action of giving warning letters at Le Grande Hotel supports research (Rachmawati, N. R., & Novaria 2023) in their research emphasizing the importance of reward and punishment mechanisms in improving employee discipline. In this case, the service charge can be viewed as a form of financial reward that encourages employees to maintain discipline, while an accurate fingerprint attendance system facilitates the application of fair punishment for employees who violate attendance rules.

The simultaneous approach applied at Le Grande Bali Uluwatu Hotel is in line with the findings of research (Ngurah et al., 2022) which examines the effect of biometric attendance, work motivation, and financial compensation on work discipline in the government sector. The study found an R^2 value of 46.5%, which is much lower than the findings at Le Grande Bali Uluwatu Hotel which reached 92.2%. This difference indicates that a more comprehensive implementation and integrated in the hospitality sector provides more optimal results.

The increase in service charge in April 2025 to Rp3,140,335.88 is a reflection of the hotel's improved operational performance supported by consistent employee discipline. This shows that investment in attendance technology and a fair reward system has provided a positive return for the company through increased productivity and service quality.

CONCLUSION-Heading 1 (Times New Roman 10, Bold, Align Left, UPERCASE)

Based on the Ouput statistical test results prove that the application of the fingerprint attendance system (Fingerspot) and Service Charge is simultaneously proven to have a positive and significant influence on employee work discipline at Le Grande Bali Uluwatu Hotel, but still requires development in the fingerprint attendance system (Fingerspot). Routine maintenance of the Fingerspot system is the main key to ensuring optimal performance and preventing technical glitches that can hinder the employee attendance process. Frequent technical disruptions not only affect operational efficiency, but can also reduce employee confidence in the implemented system. Therefore, a structured and consistent preventive maintenance schedule is required to maintain system stability. To increase the effectiveness of the Fingerspot system, integration with mobile applications is an innovative step that needs to be considered. A mobile application integrated with the Fingerspot system will allow employees to monitor attendance in real-time, view attendance history, and access information related to work schedules from anywhere. The training not only focuses on the technical aspects of using the tool, but also includes an understanding of the importance of attendance data accuracy and its impact on employee performance evaluation. Socialization of the benefits and importance of digital attendance systems also needs to be carried out on an ongoing basis to increase acceptance.

Future research is recommended to implement a mixed method research approach that combines quantitative methods with qualitative approaches such as in-depth interviews and focus group discussions. The quantitative approach taken in this study provides an objective statistical picture, but to gain a more comprehensive understanding of employee perceptions of the Fingerspot attendance system and service charge, more in-depth exploration through qualitative methods is needed. In-depth interviews will allow researchers to explore factors that are not revealed through questionnaires, such as personal motivations, individual experiences, and social contexts that influence employee attitudes. To improve the generalizability of the research results, future studies need to expand the sample coverage by involving other hotels in the same group or even competitors from various categories and market segments. Comparison between hotels with different characteristics will provide more representative insights on the effectiveness of digital attendance systems and service charges in the hospitality industry. Future research is recommended to add moderating variables such as managerial commitment, organizational culture, and employee demographic characteristics to gain a more comprehensive understanding of the conditions that affect the effectiveness of the attendance and service charge system. Managerial commitment, for example, can be a determining factor in the success of system implementation because support and consistency from the management level greatly

affect employee acceptance of system changes. Exploration of mediating variables such as work motivation, job satisfaction, and organizational commitment in the relationship between the attendance system, service charge, and work discipline will provide a more detailed understanding of the psychological mechanisms underlying changes in employee behavior. Mediation analysis will help identify specific pathways of influence and provide more targeted recommendations for management intervention.

REFERENCES

Angraeni, Ni Putu. 2023. "Penilaian Kinerja Karyawan Pada Pelangi Bali Hotel And SPA Menggunakan Appraisal Form."

Arnisah, Rida, and Saparuddin Siregar. 2022. "Peningkatan Kedisiplinan Kerja Dalam Memaksimalkan Kinerja Pegawai Di Kantor DPRD Kabupaten Labuhanbatu Utara." *El-Mal: Jurnal Kajian Ekonomi & Bisnis Islam* 4(1):147–57. doi: 10.47467/elmal.v4i1.1308.

Gifelem, K., M. Mangantar, and Y. Uhing. 2021. "Analisis Efektivitas Penerapan Model Absensi Fingerprint Dalam Meningkatkan Disiplin Kerja Aparatur Sipil Negara Pada Sekretariat Daerah Kabupaten Sorong Analysis of the Effectiveness of the Application of the Fingerprint Attendance Model in Improving The." *900 Jurnal EMBA* 9(2):900–906.

Human Resources Departemen. 2025. *Service Charge Report*.

Jehoshaphat Tanujayaputra Budiharjo, Steven Sanjaya, and Program. 2019. "Analisis Hubungan Motivasi Intrinsik Dan Ekstrinsik Terhadap Kinerja Karyawan Di Hotel Swiss-Belinn Tunjungan Surabaya." *Springer International Publishing*, (2019), 13-29 13–29.

Kepakisan, Anak Agung Gede Bagaskara Eras, Waelan, and I. Gusti Ngurah Sanjaya. 2022. "Evaluasi Pemberian Insentif Uang Harian Dalam Upaya Meningkatkan Disiplin Kerja Karyawan Fa. Udayana."

Madonna Maningke, Budi Setiawati, and Ahmat Harahap. 2020. "Efektivitas Penerapan Absensi Finger Print Dalam Rangka Meningkatkan Disiplin Pegawai Pada Kantor Kementerian Agama Kabupaten Tabalong." *Japb* 3(1):213–25.

Malombeke, D A, O S Nelwan, J J Pondaag, Deril A Malombeke, Olivia S Nelwan, Jessy J Pondaag, Jurusan Manajemen, Fakultas Ekonomi, and Dan Bisnis. 2024. "Pengaruh Efektivitas Penerapan Absensi Biometrik (Fingerprint), Motivasi, Dan Kepuasan Kerja Terhadap Disiplin Kerja Karyawan Pada Fellow Coffee." *Jurnal EMBA : Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi* 12(01):556–67.

Mursanto Mursanto, and Meira Meira. 2023. "Pengaruh Pemberian Motivasi Dalam Bentuk Service Charge Terhadap Peningkatan Prestasi Kerja Karyawan (Studi Kasus Pada Fave Hotel A. Yani Banjarmasin)." *Jurnal Manajemen Dan Bisnis Ekonomi* 1(4):292–300. doi: 10.54066/jmbe-itb.v1i4.748.

Muryani, E., Sulistiari, E. B., Prihatiningsih, T. S., Ramadhana, M. R., Heriteluna, M., Maghfur, I., ... & Purnomo, A. 2022. *Manajemen Sumber Daya Manusia*. edited by U. Press.

Namira, Y. U., Syamsurizal, & Purniwarti, T. 2023. "Pengaruh Insentif Service Charge Dan Lingkungan Kerja Terhadap Kepuasan Kerja Karyawan Pada The Acacia Hotel Jakarta." *Seminar Nasional Riset Terapan Administrasi Bisnis & MICE XII*.

Ngurah, Gusti, Drda Dhanurdhara, I. Gusti, Ayu Wimba, Ida I. Dewa, Ayu Yayati Wilyadewi, Program Studi Manajemen Fakultas, Ekonomi Bisnis, and Dan Pariwisata. 2022. "Pengaruh Efektivitas Penetapan Absensi Fingerprint Terhadap Kinerja Pegawai Dimediasi Disiplin Kerja." *Jurnal Manajemen, Kewirausahaan Dan Pariwisata* 2(1):46–56.

Okezone Finance. 2025. "Industri Hotel Jakarta Dan Bali Untung Besar Di 2024." Retrieved (<https://economy.okezone.com/read/2025/02/05/470/3110937/industri-hotel-jakarta-dan-bali-untung-besar-di-2024>).

Putra, Kompiang Gede Agus Darma, I. Gusti Ayu Wimba, and Putu Krisna Adwitya Sanjaya. 2022. "Pengaruh Absensi Biometrik (Fingerprint), Motivasi Kerja Dan Kompensasi Finansial Terhadap Disiplin Kerja." *Jurnal Manajemen, Kewirausahaan Dan Pariwisata* 2(4):985–99.

Rachmawati, N. R., & Novaria, R. 2023. "Pemberian Reward Dan Punishment Sebagai Upaya Meningkatkan Kedisiplinan Pegawai Pengadilan Negeri Sidoarjo Kelas Ia Khusus." *Prosiding Simposium Nasional Administrasi Publik (SIAP)*, 200–206.

Rahayu, Siska Dwi, Nardiansyah Kamumu, and Sony Wijanarko. 2020. "Pengaruh Kedisiplinan Dan Lingkungan Kerja Terhadap Kinerja Karyawan Food & Beverage Service Di Hotel Sintesa Peninsula Manado." *Jurnal Hospitaliti* 2(1):139–47.

Raymond., Siregar, D. L., Indrawan, M. G., & Sukma, M. 2023. *Manajemen Sumber Daya Manusia*. CV Gita

Lentera.

Rochendi, Teddi. 2022. "The Role of Fingerprint System on Work Discipline at CV Bangun Jaya." *Interdisciplinary Social Studies* 1(5):603–9. doi: 10.55324/iss.v1i5.127.

Saputra, Asri Hayat, Yasin Efendi, and Julia Fatimah. 2024. "Perancangan Dan Implementasi Sistem Kehadiran Dosen Menggunakan Teknologi Fingerprint Pada Stti Niit I-Tech." *Jurnal Ilmiah Sistem Informasi* 4(1):214–27. doi: 10.46306/sm.v4i1.89.

Suale, Y., Kamil, N. M., Musah, M. B., Zakari, M., & Farah, A. M. 2023. "The Impact of Biometric Time and Attendance System on Workforce Management Outcomes: The Moderating Role of Managerial Commitment in the Service Sector in Northern Ghana." *International Journal of Business and Technology Management* 442-455. doi: 10.55057/ijbtm.2023.5.3.37.

Sugiyono. 2023. *Metode Penelitian Kuantitatif, Kualitatif, Dan R&D*. edited by Sutopo. Bandung: Alfabeta.

Sutianingsih, and Theresia Kartika Wuri Handayani. 2021. "Effect of Work Motivation, Work Discipline and Perception of Organizational Support on Employee Performance in Manyaran Sub-District Office." *International Journal of Economics, Business and Accounting Research (IJEBAR)* 5(4):435–51.

Wirawan, I. Kade Nanda Adi, Iyus Akhmad Haris, and I. Wayan Suwendra. 2019. "PENGARUH KEBIJAKAN INSENTIF DAN MOTIVASI KERJA TERHADAP LOYALITAS KARYAWAN (Study Kasus Pekerja Daily Worker Sheraton Hotel Kuta Badung)." *Jurnal Pendidikan ...* 11(2):583–94.