EXPLORING EMPLOYEES' PERCEPTION OF BIOMETRIC TECHNOLOGY ADOPTION IN HOTELS

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ABSTRACT
Biometric technology is quickly becoming a principal method of identification in today's fast-paced networked and security-conscious society. However, adoption of new technology is considered successful when employees embrace and use it effectively. The purpose of this study was to explore perceptions and acceptance of biometric technology by employees in hotels: trying to find out about the knowledge base available about biometrics among hotel employees. This study apply technology acceptance model (TAM) to conduct this research. The results indicated that 77% of employees are ready to adopt biometric systems in hotels, especially if they are perceived as useful.

Keywords: Biometric Technology, Technology Acceptance Model (TAM), Hotel

REFERENCES