
THE IMPACT OF USAGE BEHAVIOUR OF MILLENNIALS & GEN Z ON MOBILE APPLICATION UTILIZATION FOR JOB APPLICATIONS IN INDONESIA***Silmi Marisa, Christoforus Davin and Kevin Suryaatmaja**

Department of Business Management, BINUS Business School, BINA Nusantara University, Indonesia

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Abstract

The study investigates the impact of social influences, job relevance, information output quality, and result demonstrability on Indonesian millennial and Gen Z job seekers' intention to use mobile applications for e-recruitment. A quantitative research methodology was used to analyze job search mobile applications in Indonesia, using the extended Technology Acceptance Model (TAM) to understand user intentions. 270 users seeking work from various universities and companies, whether experienced or inexperienced, using both formal and informal job vacancies completed surveys for data collection. Using SmartPLS, the study revealed that social influences, information output quality, result demonstrability, perceived usefulness (PU), intention to use (ITU), and perceived ease of use (PEoU) all play significant roles in encouraging users to use mobile apps for job vacancies ($p\text{-value} < 0.05$) except job relevance. Social influence and information output quality significantly impacts PU. PU and PEoU are crucial factors in determining ITU mobile apps for job search, with ease of use directly influencing intention. PU can mediate independent variables. The study recommends advancing e-recruitment technologies for the tech-savvy Indonesian youth generation, benefiting job seekers, employers, and organizations, and potentially improving e-recruitment technologies.

Keywords: E-recruitment, Technology Acceptance Model (TAM), Gen Z, Millennials, Mobile Application, Job Vacancies.

INTRODUCTION

E-recruitment is one of the most cost-effective, time-efficient, and accessible techniques for contacting many candidates (Banerjee & Gupta, 2019; Zahrudini & Afrianty, 2020). Every organisation strives to have high-quality personnel to carry out corporate duties. The recruitment process is the first and most essential phase in determining a company's success in commercial competitiveness (Adeola & Adebiyi, 2016). E-recruitment allows companies to display current job information, assist in regular application status monitoring, reach a more comprehensive candidate base, and carry out specific tasks, all while ensuring internet access is not limited to specific time and space, thus assisting students in establishing broader job prospects (Okolie & Irabor, 2017). The Internet and social media have revolutionised sourcing methods and technology, significantly impacting the process of finding candidates (Sinha & Thaly, 2013). Internet penetration in Indonesia has recently expanded dramatically. As reported in a survey by the Indonesian Internet Service Providers Association (APJII), Indonesia's internet user penetration reached 215.63 million people, a 23.51% increase from 2017. The 19-34 age group has the highest penetration at 74.34%, while the 35-and-up age group has a low penetration at 44.06%. Indonesia was the top mobile app user in Q3 2021, with 5.5 hours per day dominated by social media (87.13%). However, the youth generation still has the highest unemployment rate in 2020, and 8.4 million people are in higher education due to the COVID-19 pandemic (Utami, 2023). In today's technologically advanced world, job searching is a ubiquitous activity that anyone can do anytime, anywhere, and anywhere. This accessibility has its own set of implications for users.

Past researchers explored the factors influencing the use of mobile apps for job searching, with most research focusing on banking, e-learning, e-health, and agriculture using a variable with a general impact on users, not specifically on job search mobile applications. Some previous research has highlighted the impact of organizations on hiring and promoting their company through mobile apps. However, there is still room for further research on the impact of mobile apps on users' job search, as users' ITU these apps is a vital indicator of a company's success and the app ability to assist users, particularly the young generation (Millennials and Gen Z) (Candra *et al.*, 2020; Derawi *et al.*, 2023; Ekhsan, 2022; Johansson & Andersson, 2015; Koch *et al.*, 2018; Normalini, 2017; Okolie & Irabor, 2017; Rani *et al.*, 2022; Sivertzen *et al.*, 2013). Consequently, this study hypothesised that internal factors influence the ITU job search mobile applications by assessing attitude, perceived ease of use (PEoU), perceived usefulness (PU), quality of information system, social influences, job relevance, and result demonstrability. There is a positive and significant relationship between PU and the behavioural ITU e-recruitment system used by job seekers in Kuala Lumpur (Woon & Singh, 2019). The results of the current study confirm that functional, social, emotional, and epistemic values significantly affect behavioural ITU mobile apps. Among these values, the influences of emotional and epistemic values are more substantial than functional and social values (Wang *et al.*, 2013). Contrary to the results of this study, the Indipenrian *et al.* (2015) study pointed out that social factors and information quality influence individuals' behavioral intention to adopt a system (Indipenrian *et al.*, 2015). Other research results showed that perceived social usefulness and enjoyment positively influenced the attitude towards the ITU mobile application in Malaysia (Kamaludin & Kamaludin, 2017; Normalini, 2017). However, e-recruitment does not affect interest in applying for jobs, while in contrast, there was a significant positive relationship between intentions to use e-recruitment service and PEoU and the insignificant

***Corresponding Author: Silmi Marisa,**

Department of Business Management, BINUS Business School, BINA Nusantara University, Indonesia.

relationship between information content quality and ITU e-recruitment (Ekhsan, 2022). Jobstreet.com is a popular job application website with a user-friendly interface and easy-to-understand information quality. The website's mean information quality value is 3.39, indicating good enough quality information, while the lowest value is accurate information. This makes it a popular choice for job seekers (Fauziah & Triyanto, 2018). Research indicates that a company's reputation significantly influences job application interest, while PU and credibility do not significantly impact intentions to use e-recruitment (Seyedi *et al.*, 2022). Further research is needed to understand the relationship between factors and job searching criteria. Mobile application development is suggested to improve job search solutions. LinkedIn's social media acceptability in Indonesia has positive user responses, with ease of use, critical mass, capability, and trustworthiness being significant factors. Social media in recruitment is crucial for Gen Z job seekers, responsive to technological advancements and lifestyle changes (Rani *et al.*, 2022). Mobile applications are increasingly preferred due to accessibility, but not all technological changes positively impact job search applications. Researchers have proposed developing mobile job search using fuzzy preference rules, Android 2.2, Google API, and Jade-Leap (Mochol *et al.*, 2007). Another application proposed in Saudi Arabia, graduate Helper, is an electronic guide that helps in searching for jobs and related courses of the particular job domain asked by the user and uses Arabic as a primary language since most Arabian people are not familiar with the English, which built up using HTML, CSS, and JavaScript (Meccawy *et al.*, 2018). In conclusion, past studies showed that many job search mobile applications developed with simple and multifunctional features. Thus, unemployment in Indonesia has started changing since 2012 due to increasing internet usage levels and high penetration of mobile applications. Nonetheless, the utilization is still not optimal even though many developers offer it in mobile application format. However, a gap has been identified in determining the factors that influence the intention of job seeker candidates to use job search mobile applications as the most appropriate e-recruitment media. Therefore, this research aimed to explore the adoption of mobile phones and application usage among Indonesia's Millennials and Gen Z generation in job search. The study is uniquely contributing to the human resource development literature as it discusses factors influencing their intentions to use mobile applications as e-recruitment media, focusing on adapting to their lifestyle and habits adding novelty in the research field. To address this, the following research questions were explored in the current research to get a conclusive interpretation of behaviour of ITU job search mobile application for job seekers in Indonesia:

1. Do social influences, information output quality, job relevance, result demonstrability, and PEOU correlate with PU?
2. Do PU and PEOU correlate with ITU, a mobile application?
3. How do those factors influence the ITU mobile applications?

LITERATURE REVIEW

Theorisation of Constructs and Hypothesis Development

Social Influences (SI): Social influence is a construct derived from the Unified Theory of Acceptance and Use of Technology (UTAUT) (Sarfaraz, 2017). Mei and Aun (2019)

studied factors influencing Enterprise Resource Planning Systems (ERP) using UTAUT. The results found that social influence did not influence the PU of ERP (Mei & Aun, 2019). Additionally, at the individual level, social influence is affected by the beliefs and actions of peers, family, and friends in the social environment (Queiroz & Wamba, 2019). SI has been defined as "the perceived utility derived from alternative associations with one or more specific social groups" (Sheth *et al.*, 1991), whereby job seekers prefer companies that emphasise social values (Wijaya *et al.*, 2023). It can be said that SI consumer behaviour through app ratings by instinctively encouraging users to give high ratings to apps that play a symbolic role in their social context (Rauschnabel *et al.*, 2018). Furthermore, businesses attempting to tailor these three elements to the Millennial age's societal beliefs, personalities, and lifestyles exhibit personalised promotion (Wijaya *et al.*, 2023). Research shows that social influence positively influences technology acceptance through PU, enriching the image of innovation and subsequently influencing its PU. As seen in studies from family, friends, and colleagues, SI positively influences the PU of technology, contributing to the popularity of communication apps (Mei & Aun, 2019).

H1: Social influences positively influence behaviour to perceive the usefulness of the mobile application.

Information Output Quality (IOQ)

System quality, information quality, and service quality are variables of information system quality. The tricomponent IS Success Model emphasises the importance of information system quality, as crashes, delays, loss, or security issues can reduce user satisfaction (Chen & Cheng, 2013). The quality of an information system significantly influences the success of an e-recruitment system, influencing user intention, usability, and satisfaction (Urbach & Müller, 2012). Another research indicated that the information offered to consumers must be thorough, exact, accurate, consistent, current, and beautiful (Indipenrian *et al.*, 2015). Similarly, Moreno and Martinez (2013) emphasised that every Search Engine Optimisation (SEO) technology project must incorporate a correct design of accessible web content because search engines will perceive accomplished web accessibility as a signal of quality. It will make search engines more accessible and index the resulting online information (Robb & Clark, 2021). As variables evolve, the extended TAM model now includes an information quality variable for analysing user behaviour using information technology, especially mobile apps for job search. Information quality positively affects PU (Kaur & Kaur, 2023). Research results on information quality, task technology fit, and accessibility directly affected PU and ease of use and indirectly affected adopting the e-health laboratory system in Indonesia (Riana *et al.*, 2021).

H2: Information output quality positively influences behavior to perceive mobile application's usefulness.

Job Relevance (JR)

Job relevance refers to how individuals perceive technology outcomes based on their job's nature and external information, influencing their choice of technology and its usefulness (Mufidah *et al.*, 2022). In its tasks, this means that the organisation has explicitly defined the use of intended technology for everyone, and its effects on improving job

duties' performance are apparent. Two critical dimensions of fitness are the technology to perform job duties and being shared in an organization (Alambaigi & Ahangari, 2016). Previous studies found that job relevance positively influences the PU of learning technology despite TAM's acceptance of various objects (Zarafshani *et al.*, 2020). Another research showed that job relevance significantly influences the PU of the Learning Management System (LMS) (Mufidah *et al.*, 2022). In addition, Alambaigi and Ahangari (2016) analysed the technology acceptance of agricultural education, showing the relevance of online learning technology during the pandemic. Consequently, job relevance is critical when using mobile applications for job search, as it is closely linked to technology, culture, and organisation (Alambaigi & Ahangari, 2016).

H3: Job Relevance positively influences behaviour to perceive the usefulness of the mobile application.

Result Demonstrability (RD)

Result demonstrability refers to a product or service's ability to clearly and quickly explain the tangible outcomes of innovation to users. A high level of demonstrability allows customers to quickly examine, measure, or understand the benefits offered, which can significantly influence their decision to adopt or purchase a product or service. Research shows that the highest value indicator is between result demonstrability and PU and perceived effectiveness (Kushatmaja & Suryani, 2019). The outcomes of demonstrations can be utilised as a research technique to delve deeper into individual acceptance and application of technology.

H4: Result Demonstrability positively influences behaviour to perceive the usefulness of mobile applications.

Intention to Use (ITU)

Previous research on ITU new technologies and systems finds support for several behavioural constructs for using and actual use of systems (Jaya, 2020; Selvanathana *et al.*, 2019). Therefore, several factors can influence the ITU to adopt an e-recruitment system. Quoting from some of the literature above, our journal research is whether the same thing happens with adopting technology with the support of several factors that can increase job applicants' use of application services. This study focuses on social influences, job relevance, problem identification in millennial and Gen Z behaviour, information output quality, and results from the demonstrability of a job search mobile application system (Rani *et al.*, 2022). PU and PEOU are directly associated with behavioural ITU, the mobile application for finding a job.

Perceived Usefulness (PU)

PU is one of the Technology Acceptance Model (TAM) constructs. Perceived benefit is "the extent to which a person believes that using a particular system will improve his job performance" (Davis, 1989). Based on the TAM model, several previous studies found that PU is a predictor of behavioural ITU (Wang *et al.*, 2019). Another study revealed that the PU of a new technology or system significantly influences the intention to use a recruitment system for job searches (Dumpit & Fernandez, 2017). Job seekers find online job sites useful as

many employers have job/recruiting components linked to a Human Resource Information System (HRIS) or applicant tracking system. These sites provide information on company benefits and application methods, and e-recruitment users believe it enhances their daily activities (Bröhl *et al.*, 2016). Selden and Orenstein (2011) defined PU in e-recruitment as the perceived benefits of e-recruitment over traditional recruitment methods, including reduced operational costs, convenient access, and cost reduction, compared to traditional methods. They found that PU is crucial for job-seekers, as detailed job information aids in better decision-making (Selden & Orenstein, 2011). They have shown a positive relationship between PU and the ITU online system, though some suggest PU does not directly influence behavioural ITU (Yildiz & Kitapci, 2018; Zahrudini & Afrianty, 2020). On the other hand, a study found that PU and perceived credibility did not significantly influence international students' intentions to use e-recruitment in Klang Valley, but PU was positively related to their intention to adopt mobile applications (Mei & Aun, 2019; Selvanathana *et al.*, 2019).

H5: PU positively influences behavioural ITU's mobile application to find a job.

Perceived Ease of use (PEoU)

PEoU is "the degree to which a person believes that using a particular system will be more efficient" (Davis, 1989). PEoU reflects that the difficulty in understanding, learning, or applying technology is also influenced by the perceived superiority of a new technology over its predecessor. PEoU is crucial for a successful online job portal, as web page usability and convenience are interrelated (Selvanathana *et al.*, 2019). Notably, PEoU refers to job seekers' perception of e-recruitment websites' efficiency and user interface quality, with poor PEoU negatively impacting internet recruitment (Kaur & Kaur, 2023). Research indicates that the perceived navigational usability of e-recruitment websites influences graduate students' intentions to use them in Malaysia despite the low usability of numerous websites (Kamaludin & Kamaludin, 2017). In contrast, a few studies showed no significant relationship between PEoU and ITU e-recruitment services, but a positive relationship exists between intentions to use e-recruitment service and PEoU (Bröhl *et al.*, 2016; Selvanathana *et al.*, 2019; Yıldiz & Kitapci, 2018).

H6: PEoU might positively influence the PU of the mobile application.

H7: PEoU might positively influence behavioural ITU in the mobile application to find a job

Theoretical Framework

Mobile apps are gaining popularity due to their user-friendly functions, enabling global communication, socializing, and knowledge sharing. With the rise of Millennials and Gen Z, social media can encourage intercultural adaptation, enhancing their ability to adapt to different cultural experiences in new communities (Zaw, 2018). The success of mobile application users in finding work is influenced by the quality of service and user engagement. TAM predicts individual adoption of new ITs based on two beliefs: PU (perceived job performance enhancement) and PEoU (free effort). External variables, like design characteristics, are mediated by these beliefs. Some studies have added additional constructs to TAM constructs

(Bröhl *et al.*, 2016; Tang & Forster, 2007). This study uses the extended TAM model to analyse job seeker's mobile application usage in Indonesia. The model includes social influences and cognitive instrumental processes, such as job relevance, output quality, result demonstrability, and PEOU. Acceptance criteria include PU, PEOU, and external influences. The research aims to identify factors influencing intentions to use job search mobile applications, a gap in previous research that did not consider these factors.

Figure 1 presents the conceptual framework of the research derived from existing literature and TAM application.

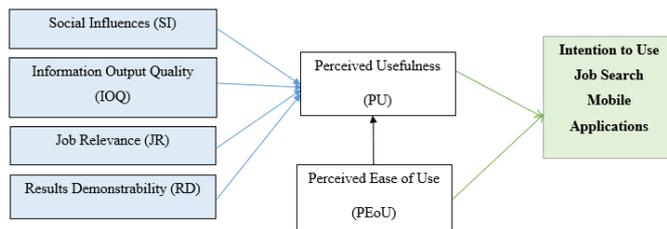


Figure 1. Conceptual Framework (Source Author)

MATERIALS AND METHODS

Research Design

This study uses descriptive analytic data analysis to understand millennial and Gen Z's behaviour using mobile applications for job vacancies using close-ended surveys. Data samples are objective and structured, with conceptual models representing the system, phenomena, and problem. These methods help drive research topics, hypotheses, techniques, and analysis. Data was collected through a Google Form online survey on user interests and behaviour using mobile applications for job searching in Indonesia, precisely in greater Jakarta. The data collection was conducted in this productive zone due to its diverse work and information opportunities. The research framework is presented in Figure 2.

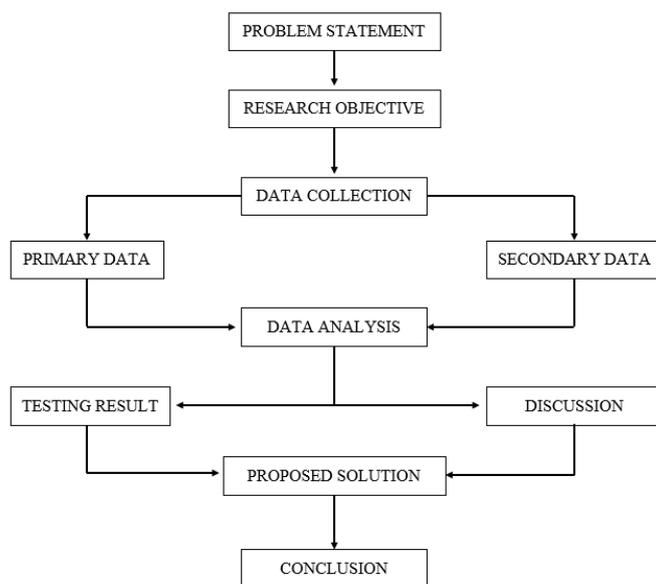


Figure 2. Research Framework (Source: Author)

The study focuses on optimising user comfort and behaviour factors in the tech-savvy era to enhance the use of mobile job search applications. Millennials and Gen Z are proficient and

critical in using technology to support their daily activities, mainly searching for job vacancies. Their social environment and interests heavily influence their proclivity to use mobile applications. The research investigates the millennial generation's and Gen Z's behavior, focusing on variables related to using job search mobile applications. Data collection techniques included primary data obtained through online questionnaires and based on variables influencing the use of mobile apps to seek job opportunities. The Smart PLS 4 was used for data analysis to determine accuracy, reliability, and the influence of variables on user behaviour in using mobile apps to look for job vacancies, particularly among the millennial and Gen Z generations. The study also discussed how people are interested and act when searching for job postings using mobile apps. It provided recommendations through proposed solutions as a researcher's contribution to respond to the technological progress phenomenon influencing job seekers' interests and behavior using mobile apps.

Population and Sample

Roscoe's 1975 guidelines suggest a sample size between 30 and 500 for most behavioural studies, while larger than 500 may cause Type II errors. For multivariate data analysis, the sample size should be 10 times larger than the number of variables (Hill, 1998; Roscoe, 1975). The 10-times rule recommends that "the minimum sample size should be equal to the larger of 10 times the largest number of formative indicators used to measure one construct or 10 times the largest number of structural paths directed at a particular latent construct in the structural model" (Goodhue *et al.*, 2012; Hair Jr *et al.*, 2021). This research utilised a 10-times rule to distribute 27 questions to respondents, resulting in a total of $10 \times 27 = 270$ respondents, selected from 293 respondents after data screening. Jakarta, a dense capital city, was the target population for data collection, as it is a productive area for employment and job search. This study utilised non-probability sampling, specifically quota sampling, to ensure a proportional representation of critical characteristics in the sample. In non-probability quota sampling, researchers set quotas for demographic or characteristic categories, non-randomly selecting individuals to meet them (Pakdil & Pakdil, 2020). The sample comprised 293 respondents, including university students and teachers and those working in formal and informal jobs. This method considers the heterogeneity of professions and researchers' residences. The total number of respondents was 293 and filtered down to 270, ten times the list of 27 questions.

Data Collection

This research used a survey method to explore the effectiveness of mobile apps in job search for job seekers. Primary data sources include company records, educational institutions, and statistical information. The study uses quantitative data, collecting data from individual samples using a structured survey method based on research objectives and survey reasons. The survey was cross-sectional and used a Google Form online survey with 27 questions posed to the population of mobile application users looking for work in Indonesia, particularly the greater Jakarta. A Likert scale was used as a survey tool used to measure people's attitudes and perceptions. The Likert scale was adopted as a survey tool to explore people's attitudes and perceptions, consisting of systematically arranged questions with varying intensity for

each type of statement designed on a predefined scale (strongly agree, agree, neutral, disagree, strongly disagree).

Data Analysis

SmartPLS is a scientifically grounded software that implements algorithms and model statistics with peer-reviewed quality assurance. It aims to provide transparency on the computation of results, ensuring the replicability of findings. The software is designed for high usability and user-friendliness, supporting beginners and experts in developing scientifically sound PLS-SEM analyses. It is built on a modern Java-based programming environment (Memon *et al.*, 2021). SmartPLS 4 was used in this study's data analysis method for (1) Analysing the mediation model, (2) Analysing the moderating effect using multi-group analysis, (3) Analysing the multiple order model, and (4) Analysing the formative model.

Results

Demographics

Table 1 below depicts the demographic status of all the sampled respondents for the current research. Notably, an equal number of male and female respondents were sampled to reduce bias in research. Additionally, all respondents sampled were using technology, and most of them, i.e., 94.0%, were aware of mobile applications usage for job applications.

Table 1. Demographic Statistics

Profile	Category	Frequency	Percent
Age	25-30 Years	200	74.0%
	30-35 Years	43	16.0%
	35-40 Years	27	10.0%
Gender	Male	135	50.0%
	Female	135	50.0%
Experience	Less than 5 Years	146	54.0%
	More than 5 Years	80	30.0%
	More than 10 Years	44	16.0%
Using Technology	Yes	270	100.0
	No	0	0
Knowing Mobile Apps for Job Application	Yes	254	94.0%
	No	16	6%
	Total	270	100.0

Confirmatory Factor Analysis for Convergent and Discriminant Validity

The measuring model was evaluated for convergent and discriminant validity using external loading and extracted mean-variance (AVE). AVE analyses the model's variation for each construct, while AVE examines the dependability of indicators. Two types of indicators were used: external load and AVE. Results from each convergent validity assessment instrument are shown in Table 2. The study uses Cronbach's alpha to measure the consistency of variables in a measurement instrument. The reflective model has a loading vector > 0.70 (more than) except JR 4, which is considered legal. The data shows a strong link between the "intention to use" variable and job searching via mobile apps. The variable "JR" is low due to the limited number of job openings that employ robot technology, indicating that current job vacancies primarily focus on human energy and thoughts to fulfil organisational commitments. Table 2 shows that variables such

as IOQ, ITU, PEOU, PU, RD, and SI are valid and accurately measured. The validity and reliability of the model are considered legal for all the variables evaluated using the outer loadings between 0.70 and 0.918, except JR 4, with an outer loading of 0.638. "JR" is considered invalid due to occupations in firms that do not all use robots, indicating that human labour is still needed in companies. All influencing elements are certified valid. Composite Reliability calculations and AVE and Cronbach's alpha values help researchers assess the quality of measurement instruments or conceptual models. These calculations range from 0 to 1, with higher values indicating better construct measurement reliability. The optimum value is 0.70 or higher, with variables measured indicating high reliability, as the rule of thumb suggests. There are four cut-off points for reliability, which include excellent reliability (0.90 and above), high reliability (0.70-0.90), moderate reliability (0.50-0.70), and low reliability (0.50 and below) (Taherdoost, 2016). Table 2 shows that each variable's dependability is sufficient and trustworthy, with a composite dependability value greater than 0.70 and an AVE value greater than 0.50. This indicates that each variable encourages users to use mobile apps for job vacancy searching consistently and steadily.

Correlation Analysis

A statistical technique used to examine the association between multiple research variables is the correlation analysis represented by the Pearson Correlation Coefficient (r). The value of 'r' ranges between 0 and 1, where values above 0.7 depict a strong relationship (Gogtay & Thatte, 2017). While referring to Table 3, it can be noted that the computed value of r between the variables is more significant than 0.7, representing that the association between these two variables is positive and strong. Moreover, Table 3 also shows HTMT values, which are tools used to evaluate the effectiveness of an instrument or model in measuring constructs and distinguishing them from one another. It helps researchers determine if study indicators reflect different constructs or overlap. A good discriminant validity assessment results are less than 0.85, and vice versa.

Hypotheses Testing

The study used SmartPLS to test the hypothesis using structural equation model (SEM) bootstrapping. The researchers used a one-tailed test with a 270 sample size and a significance threshold 0.05 to determine the level of direct effect and mediation effect in the framework model. The findings are presented in Tables 4, 5, and Figure 3. Path coefficients are numerical values that indicate the strength and direction of a relationship between variables in a structural equation or regression model (Keith, 2019). They indicate the expected change in the dependent variable when the independent variable changes. It helped in understanding the structure of the relationship and test hypotheses, such as the role of the correlation in user interest in using mobile apps for job search.

Direct Effect

Table 4 shows the direct effect that was carried out to measure how much influence the inter-variables indicated by the P-values to a significance value of 0.05.

Table 2. Confirmatory Factor Analysis

Variables	Items	Measurement Items	Outerloadings	Cronbach'sAlpha	Composite Reliability	AVE
Information Output Quality	IOQ1	Using mobile apps can increase the information needed about job vacancies	0.700	0.781	0.855	0.598
	IOQ2	Using mobile apps can make it easier to find information about job vacancies	0.716			
	IOQ3	Mobile apps as a means to find job vacancies can provide relevant information	0.860			
	IOQ4	Mobile apps for job vacancies can provide detailed and accurate information	0.806			
Intention to Use Job Search Mobile Apps	ITU1	The user tries to find a job on the mobile app that I am interested in	0.906	0.906	0.935	0.781
	ITU2	The user intends to frequently use the job vacancy app to search for jobs	0.882			
	ITU3	Users will use mobile apps without hesitation to meet my needs	0.918			
	ITU4	Users will continue to use mobile apps to find job vacancies in the future	0.827			
Job Relevance	JR1	Mobile apps to search for job vacancies can make it easier for user	0.820	0.611	0.787	0.554
	JR2	In work, the use of Information Technology can be said to be relevant	0.764			
	JR3	The use of robotic technology is related to work-related tasks	0.638			
Perceived Ease of Use	PEoU1	Mobile apps for finding job vacancies reflect perceived easeof use	0.838	0.870	0.911	0.720
	PEoU2	Interaction with mobile apps is clear and easy to understand	0.883			
	PEoU3	Ease of accessing all the features in mobile apps to find job vacancies	0.850			
	PEoU4	Mobile apps to search for job vacancies provide a positive experience for users	0.820			
Perceived Usefulness	PU1	Mobile apps can meet the needs of users in finding jobs	0.813	0.827	0.885	0.658
	PU2	Mobile apps for searching for job vacancies have acceptable quality standards	0.872			
	PU3	Mobile apps to search for job vacancies can offer consistent quality	0.783			
	PU4	Mobile apps to find job vacancies can be used for a long time.	0.773			
Results Demonstrability	RD1	There is no difficulty in letting others know about results using job search mobile apps	0.858	0.855	0.902	0.697
	RD2	Customer service is easy to contact if you have difficulty using mobile apps	0.772			
	RD3	Users read and follow all the steps and regulations in the mobile apps	0.803			
	RD4	Share experiences regarding the use of mobile apps	0.901			
Social Influences	SI1	Using mobile apps for jobs gives a good impression	0.858	0.872	0.912	0.723
	SI2	Using mobile apps for jobs makes a good impression on others	0.835			
	SI3	Using mobile apps for job vacancies increases user perception	0.898			
	SI4	Using mobile apps to find job vacancies is a new way to socialise	0.806			

Table 3. Correlation Analysis

	Information Output Quality	Intention to Use Job Search Mobile Apps	Job Relevance	Perceived Ease of Use	Perceived Usefulness	Results Demonstrability	Social Influences
Information Output Quality	1						
Intention to Use Job Search Mobile Apps	.787**	1					
Job Relevance	.894**	.754**	1				
Perceived Ease of Use	.808**	.893**	.667	1			
Perceived Usefulness	.837**	.765**	.958**	.785**	1		
Results Demonstrability	.440	.543	.884**	.577	.761**	1	
Social Influences	.846**	.918**	.892**	.825**	.861**	0.612	1

** . Correlation is significant at the 0.01 level (2-tailed).

Table 4. Path Coefficient Analysis

	Original Sample (O)	Sample Mean (M)	Standard Deviation	T-statistics	P-value	Status
Information Output Quality -->Perceived Usefulness	0.238	0.219	0.134	1.768	0.039	Accepted
Job Relevance -->Perceived Usefulness	0.165	0.164	0.124	1.327	0.092	Rejected
Perceived Ease of Use -->Intention to Use Job Search Mobile Apps	0.642	0.626	0.112	5.706	0.000	Accepted
Perceived Ease of Use -->Perceived Usefulness	0.136	0.138	0.141	0.967	0.167	Rejected
Perceived usefulness -->Intention to Use Job Search Mobile Apps	0.233	0.247	0.107	2.174	0.015	Accepted
Results demonstrability -->Perceived Usefulness	0.266	0.267	0.125	2.113	0.017	Accepted
Social Influences-->Perceived Usefulness	0.232	0.251	0.131	1.771	0.038	Accepted

**Significanceat5%(0.05)

Table 5. Specific Indirect Effect

	Original Sample (O)	Sample Mean (M)	Standard Deviation	T-statistics	P-value
Perceived Ease of Use -->Perceived Usefulness-->Intention to Use Job Search Mobile Apps	0.032	0.037	0.046	0.699	0.242
Job Relevance -->Perceived Usefulness-->Intention to Use Job Search Mobile Apps	0.038	0.041	0.038	1.016	0.155
Social Influences-->Perceived Usefulness -->Intention to Use Job Search Mobile Apps	0.054	0.064	0.046	1.173	0.120
Results demonstrability -->Perceived Usefulness Intention to Use Job Search Mobile Apps	0.062	0.063	0.038	1.626	0.052
Information Output Quality -->Perceived Usefulness-->Intention to Use Job Search Mobile Apps	0.055	0.053	0.040	1.387	0.083

**Significanceat5%(0.05)

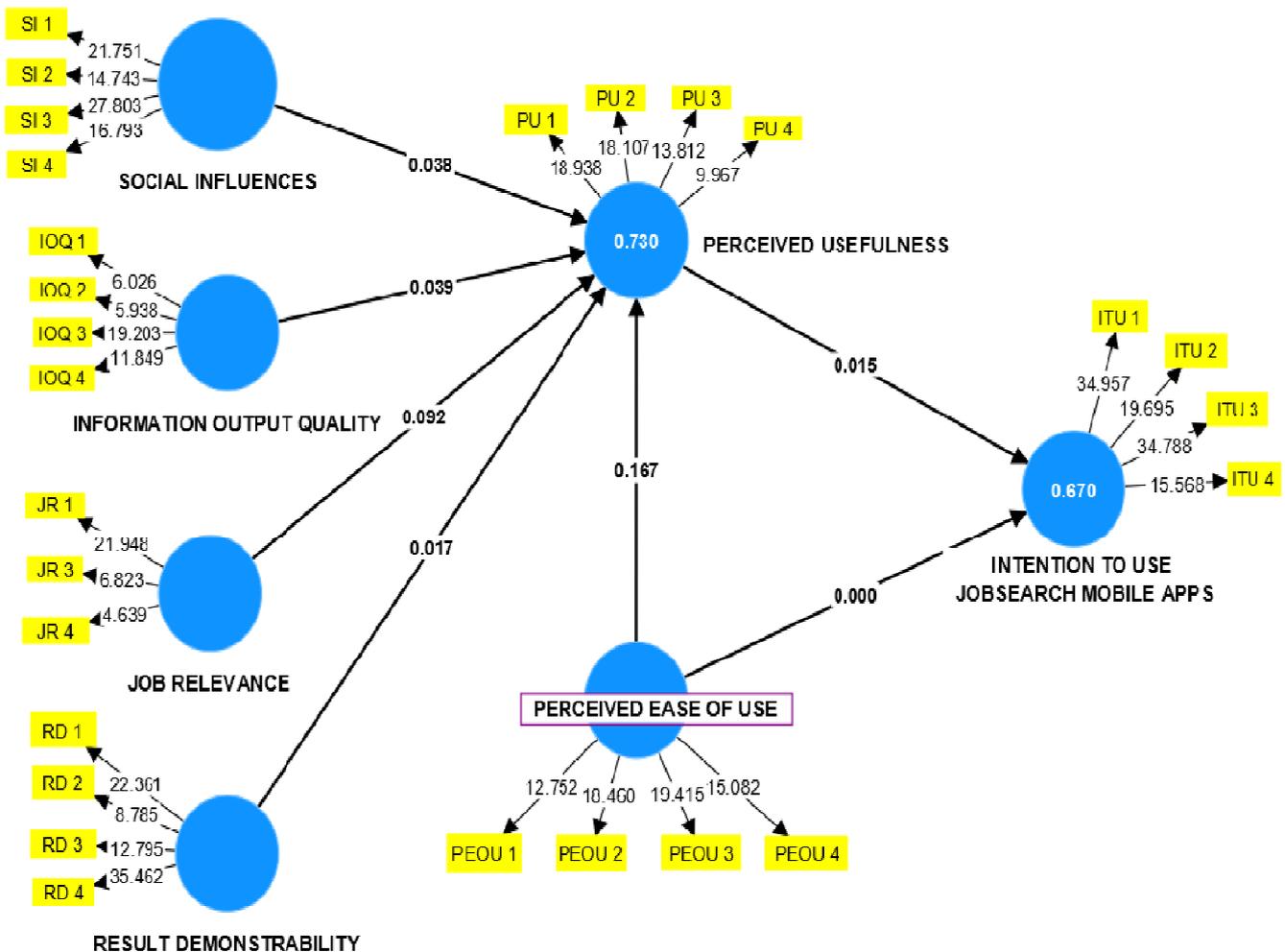


Figure 3. Structural Model from SmartPLS 4 Bootstrapping

Based on the results of the Path Coefficients above, it can be seen that two variable relationships have no significant effect, namely the JR to the PU (P-values = $0.092 > 0.05$), the PEOU to the PU (P-values = $0.167 > 0.05$), while the relationship of other variables showed a significant relationship (P-values < 0.05).

The conclusions from the hypothesis itself include:

- H1:** Social Influences significantly influence PU in using mobile apps to find job vacancies (P-values = 0.038 & t-value = 1.771). Social influence influences Millennials and Gen Z to use mobile apps for job search. Technology advancements and communication tools like social media and smart phones facilitate socialization, with recommendations becoming an e-word of mouth for familiarity with job search apps.
- H2:** IOQ significantly affects PU when using mobile apps to find job vacancies (P-values = 0.039 ; t value = 1.768). The quality of information output, including features, workflow, job descriptions, vacancies, and companies offered on mobile apps, significantly influences users' willingness to use these apps for job searches, making them more impactful and valuable.
- H3:** JR has no significant effect on PU for using mobile apps to find job vacancies (P-values = 0.092 & t-value = 1.327). The study suggested that mobile apps for job searching may not be as convenient as they seem, especially for Millennials and Gen Z. It explored that users may lack awareness of the apps, have unclear information about companies, jobs, and job descriptions, and may not be familiar with the specific job opportunities offered.
- H4:** RD significantly influences PU in using mobile apps as a forum for finding job vacancies (P-values = 0.017 & t-value = 2.113). RD is a gap in mobile apps that showcases how they aid job search through visual displays, system operations, and benefits. It is essential for Millennials and Gen Z, who require immediate guidance and less tolerance for failure, impacting the user experience of job search mobile applications.
- H5:** PU is significantly related to ITU Job Search Mobile Apps (P-values = 0.015 & t-value = 2.174). Using mobile apps for job search will attract more users, highlighting their benefits, which automatically build ITU job search mobile applications once users have access to them.
- H6:** The relationship between PEOU and PU has no significant effect on using mobile apps to find job vacancies (P-value = 0.167 & t-value = 0.967). Mobile apps are expected to replace traditional job search methods due to their ease, speed, and enjoyment, ensuring that the PU of job search mobile apps remains unaffected by PEOU as long as there is good RD.
- H7:** PEOU indirectly affects ITU Job Search Mobile Apps (P-values = 0.00 & t-value = 5.706). Mobile applications' convenience and ease of use attract users to job searches, influencing their intention to use them. The significant effect of PEOU suggests that user-friendly applications are crucial for Millennials and Gen Z.

Mediation Effect

Indirect impact tables are commonly used in statistical analysis, particularly path analysis and SEM. Table 5 shows the indirect effect of one variable on another variable via an

intermediary variable (mediator). In SEM, the route coefficient from the independent variable to the intermediate variable is multiplied by the path coefficient from the intermediate to the dependent variable. The specific indirect effect table shows that the mediating influence of all variable associations has a significant correlation because the P-value is greater than 0.05 (P-value > 0.05), so it can be concluded that the P-value representing each variable fails to reject the respective hypothesis. The study uses Smart PLS mediation effect analysis to reveal that PU mediates all independent variables on the ITU job search mobile application, influenced by user behaviours and their interaction with technology and their surroundings.

DISCUSSION

This study used the extended TAM form model to investigate the behaviour in using job search mobile apps compared to other e-recruitment tools to measure how much interest users have in using mobile apps as the latest technology as a means of finding job vacancies through several variables that influence acceptance of current developments, especially in the technology sector. If, in the past, the process of obtaining a job was done through the use of paper documents (such as a resume, a magazine, or a poster) or having to open a computer or laptop in order to apply for the job from the website, and the process of finding a job was done manually by contacting a company either offline or online. It is done one by one for each company, and most companies are big companies that have established and built online e-recruitment on their website (Ekhsan, 2022). With the growth of informal jobs from start-ups and small companies in the recent era, a series of jobs and sector businesses exist with lots of job vacancies, and they still have difficulty getting into the workforce and meeting the qualifications at the same time there are still unemployment phenomena, especially in the youth generations (Firamadhina & Krisnani, 2020). The presence of mobile phones and mobile applications should contribute to solving this gap when the modern era requires each to install mobile apps on each device to find a job and then fill out biodata, CVs, portfolios, and job application forms. Regarding time, cost, and effort, searching for job openings via mobile apps should be effective and efficient. The utilities of job search mobile applications are still not optimal in acting as a recent e-recruitment process, and some factors affect the behaviour of Millennials and Gen Z in utilising job search mobile applications (Rani *et al.*, 2022). The analysis of the data above shows that a person's behaviour and interest in finding job vacancies from mobile applications are influenced by various variables (factors) that trigger a person to feel interested in using mobile apps as a way to get job vacancies based on the suitability of the job field with the user's experience and expertise. Social impact, information output quality, usability, demonstrability, and job relevance are some reasons that attract people to utilize mobile apps to search for job opportunities. This result shows that all of the variables are positively influenced. The PEOU gives the more important parameter to influence ITU compared to PU, even though both PU and ease of use significantly influence the youth generation to use job search mobile applications (P-value < 0.05). The result of demonstrability is an essential factor that makes and creates PU (P-value 0.017), followed by social influences (P-value 0.038) and information output quality (P-value 0.039). It is in line with the literature that shows that Millennials and Gen Z are dependent and want everything instant (Firamadhina & Krisnani, 2020; Mei &

Aun, 2019; Rani *et al.*, 2022). The job relevance does not give significant influences to create PU (P-value 0.092), and it is the opposite result with the previous statement that Millennials and Gen Z will be attracted based on both instrumental and symbolic attributes to match their relevancies on passion, background, and preferences (Dutta & Mishra, 2021). The current research focused on the factors influencing users to use mobile apps for job search despite respondents' understanding of the features, job types, and companies displayed. The study is subjective as it only considers factors that mediate user interest in using mobile apps for job vacancies.

Conclusion

The extended TAM model is a study framework that assesses user behaviour, interest, and acceptability of using mobile apps for job search. Usability and ease of use are critical for job search mobile applications to be practical for Millennials and Gen Z. Result demonstrations, social influences, and information output quality are critical factors in creating user acceptance for PU and convenience. Job relevance is less significant, as respondents may not understand the features and companies displayed in the applications. Mobile apps will continue to update to remain relevant and acceptable, ensuring accurate recruitment processes and satisfaction for applicants and recruiters. Socialization for the features, applications, and companies should be improved to spread awareness of job search mobile applications. Social media can be used to do this. The study demonstrated that the ITU job search mobile apps, mediated by PU, significantly affect the PEOU and ITU job search mobile apps. Interest in using mobile applications to discover job vacancies is based on human nature, information, social environment, knowledge, and success in locating employment vacancies.

Limitations and Future Implications

The current research had a few limitations, including the sample size and area of investigation, as the research is limited to prospective workers in the Jabodetabek region in Indonesia. As technology improves and times change, more research is needed to continue discussing the benefits of mobile applications in the HR sector and the role of mobile app developers. Therefore, in the future, the researcher can enhance the study outcomes by analysing the use of mobile applications in the recruitment process between specific companies and prospective employees. It enhances the technology used in the recent era and focuses on the candidate or prospective employee, particularly their interest in finding job vacancies aided by mobile apps. Future research can be enhanced using qualitative research approaches such as interviews, as this research is limited to quantitative data-gathering procedures via surveys. The findings will benefit HR Management and third parties, such as mobile app developers, by displaying job vacancies and attracting good candidates. The findings also aim to aid HR in establishing itself as a recruiter for prospective employees, using mobile apps to capture the correct potential and meet the firm's requirements.

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Authorship

SM and CD have made substantial contributions to conception and design, or acquisition of data, or analysis and interpretation of data; and KS has been involved in drafting the manuscript or revising it critically for important intellectual content. All authors approved the version to be published. Each author should have participated sufficiently in the work taking public responsibility for appropriate portions of the content; and agreed to be accountable for all aspects of the work in ensuring that questions related to the accuracy or integrity of any part of the work are appropriately investigated and resolved.

List of Abbreviations

Technology Acceptance Model (TAM)
perceived usefulness (PU)
perceived ease of use (PEoU)
intention to use (ITU)
Social influence (SI)
Job relevance (JR)
Information Output Quality (IOQ)
Result Demonstrability (RD)
Unified Theory of Acceptance and Use of Technology (UTAUT)
Enterprise Resource Planning Systems (ERP)

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