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Determinants of My Rentokil Reporting System Adoption and its Impact on Employees' Job Satisfaction

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Abstract. The adoption of reporting systems in organizations does not always lead to consistent use, especially in systems that are already in the post-adoption stage and integrated into routine work activities. MyRentokil is implemented at PT Rentokil Initial Indonesia to support service reporting and operational control; however, variations in employee usage behavior are still observed. This research aims to analyze the determinants of the adoption of the MyRentokil reporting system and its impact on employee job satisfaction. This quantitative study surveyed internal users (technicians and service supervisors) at PT Rentokil Initial Indonesia's Tangerang branch and analyzed the data using PLS-SEM based on the UTAUT2 framework. The results of the study showed that business expectations had a significant effect on behavioral intention, while performance expectations did not have a significant effect. Behavioral intention also did not have a significant effect on actual usage behavior, indicating a gap between intention and usage in the context of organizational systems that have been integrated into work activities. Conversely, supportive conditions and habits were found to be the main factors influencing usage behavior. In addition, system usage behavior had a positive and significant effect on employee job satisfaction. In mature systems, sustained use depends more on ease of use, organizational support, and work habits than on perceived performance benefits or usage intention. This study extends the UTAUT2 framework to post-adoption contexts, offering practical insights for strengthening system use through structural integration to enhance job satisfaction.

Keywords: system adoption; UTAUT2; reporting system; usage behavior; job satisfaction

INTRODUCTION

The use of technology-based reporting systems has become an integral part of service organizations' operations in supporting reporting accuracy, work process control, and service coordination (Venkatesh et al., 2003; Venkatesh et al., 2012). However, the implementation of such systems is not always followed by consistent employee use, especially when the system has been integrated into daily work activities. In the post-adoption stage, the main issue shifts from the decision to accept or reject the system to how the system is actually used sustainably in organizational work practices (Dwivedi et al., 2020).

Most organizational technology adoption research identifies usage intention as the primary predictor of actual use behavior, as formulated within the framework of the Unified Theory of Acceptance and Use of Technology (UTAUT) and its extension, UTAUT2 (Venkatesh et al., 2003; Venkatesh et al., 2012). Although this framework has been extensively tested, empirical evidence suggests that the relationship between intention and use behavior is not always linear, particularly in systems where use is routine and organizationally structured (Tarhini et al., 2019;Alrawashdeh et al., 2020). This condition indicates that there is a gap between intention and usage behavior that has not been fully explained in the study of internal system adoption (Dwivedi et al., 2020).

In an organizational context, the use of reporting systems is influenced not only by an individual's perception of the system's benefits and convenience, but also by structural factors

such as organizational support, the availability of supporting facilities, and the formation of work habits (Gupta & Shukla, 2021; Susanti et al., 2023). When systems become part of operational procedures, employee usage behavior tends to be shaped by routines and the work environment rather than by conscious usage intentions (Duan, 2024). Therefore, understanding the factors that drive the actual use of the system in the post-adoption stage is crucial to ensuring that the implemented system effectively supports employees' work.

In addition to system usage, the implications of system use for employee job satisfaction are also important issues that have not been studied in an integrated manner within organizational technology adoption research. Most adoption studies end at measuring intention or usage behavior without examining how system use affects employees' broader work experiences (Dwivedi et al., 2020). In fact, employee job satisfaction plays a strategic role in maintaining work process stability and ensuring the sustainability of service organization operations (Yee et al., 2008; Loveman, 1998).

The novelty of this study lies in shifting the focus of adoption research from usage intention to actual use as an organizational work practice, emphasizing the gap between intention and behavior, as well as its implications for employee job satisfaction (Gupta & Shukla, 2021). In contrast to previous studies that positioned usage intention as a key variable, this study highlights the importance of structural factors and work habits in shaping the actual use of systems in the post-adoption stage (Kim & Lee, 2020). Thus, this research is expected to make a theoretical contribution to the development of organizational system adoption studies and offer practical implications for management in designing a sustainable, employee experience-oriented system utilization strategy.

Based on these considerations, this study aims to analyze the determinants of the adoption of the MyRentokil reporting system within an internal organizational context and to examine its impact on employee job satisfaction. This research specifically focuses on the post-adoption stage of the system by examining the roles of business expectations, performance expectations, facilitating conditions, habits, behavioral intentions, and actual usage behavior in explaining usage patterns integrated into routine work activities.

MATERIALS AND METHODS)

Research Design

This study uses a quantitative approach with an explanatory research design, which aims to explain the relationship between variables in the model of reporting system adoption and employee job satisfaction. This design was chosen because the research focuses on testing the relationships between constructs based on survey data, without involving the treatment or manipulation of variables (Sekaran & Bougie, 2016;Saunders et al., 2023).

Research Objects and Subjects

The object of this research is the MyRentokil reporting system used at PT Rentokil Initial Indonesia, a pest control service company that operates nationally. The MyRentokil system is used as part of operational procedures to support service reporting and control of work activities. The research subjects are internal employees who are directly involved in the use of the system, namely technicians and service supervisors in the work unit where the research is located.

Population and Sampling Techniques

The study population included all internal employees who met the criteria as active users of the MyRentokil system in daily work activities in the study work unit. The sampling technique used is total sampling, where all members of the population who meet the research criteria are made respondents. This approach was chosen to ensure the representation of all system users in the analysis, as well as because the number of respondents had met the minimum adequacy for the Partial Least Squares–Structural Equation Modeling (PLS-SEM) analysis which emphasizes the predictive power of the model and does not require large sample sizes (Hair et al., 2022).

Research Variables

This research involves seven latent constructs, namely performance expectancy, effort expectancy, facilitating conditions, habit, behavioral intention, use behavior, and job satisfaction. The construct represents the factors of system adoption and the outcome of system use in the context of the organization. All variables were adopted from the UTAUT2 framework and the job satisfaction literature relevant to the context of the organization's internal systems (Venkatesh et al., 2012).

Table 1. Research Variables and Brief Definitions

No	Variabel	Brief Definition
1	Performance Expectancy	The level of confidence of employees that the use of a reporting system helps to improve effectiveness and work outcomes.
2	Effort Expectancy	The level of employee perception regarding the ease of using the reporting system in carrying out work tasks.
3	Facilitating Conditions	Employee perceptions of the availability of organizational support, infrastructure, and resources that support the use of reporting systems.
4	Habit	The degree of tendency of employees to use automated reporting systems as part of their work routine.
5	Behavioral Intention	The level of intention of employees to use the reporting system in work activities.
6	Use Behavior	The actual level of use of the reporting system by employees in carrying out daily work tasks.
7	Job Satisfaction	The level of employee satisfaction with their work is influenced by the experience of using the reporting system.

Source: Adapted from Venkatesh et al. (2012) and related literature

Data Collection Instruments and Techniques

The research data was collected using a structured questionnaire compiled through the adaptation of instruments from the UTAUT2 framework as well as measures of job satisfaction relevant to the organizational context. All items were measured using a five-point Likert scale, ranging from strongly disagree to strongly agree. The questionnaire was distributed to the respondents internally through online media in accordance with the procedures applicable in the organization (Venkatesh et al., 2012; Yee et al., 2008).

Data Analysis Techniques

Data analysis was carried out using Partial Least Squares–Structural Equation Modeling (PLS-SEM) with the help of SmartPLS software. This technique was chosen because it is suitable for research that is predictive and involves latent constructs with reflective indicators (Hair et al., 2022). The analysis stages include the evaluation of the measurement model (outer model) to assess the validity and reliability of the construct, as well as the evaluation of the structural model (inner model) to test the relationship between variables and

research hypotheses. All results of the evaluation of measurement and structural models are presented in the research results section.

RESULTS AND DISCUSSION

1. Respondent Characteristics

The respondents of this study are internal employees who are directly involved in the use of the MyRentokil reporting system at the branch where the research is conducted. Respondents consist of service technicians and supervisors who play the role of the main users of the system in the process of reporting and controlling operational activities. The determination of respondents was carried out using purposive sampling techniques, with the criteria of employees who actively use the reporting system in their daily work activities. The composition of respondents by position is presented in Table 2.

Table 2. Respondent Characteristics

Features	Category	Quantity (n)	Percentage (%)
Departments	Supervisor	12	13
	Teknisi	80	87
Total Responden		92	100

Source: Primary data processed (2025)

2. Evaluation of Measurement Models (Outer Model)

The measurement model was evaluated to assess the validity and reliability of the constructs used in this study. The evaluation included testing of convergent validity and internal reliability through outer loading values, Average Variance Extracted (AVE), Composite Reliability, and Cronbach's Alpha. The results of the evaluation of the measurement model are presented in Table 3 and Table 4.

Table 3. Construct Reliability and Validity Test Results (Internal)

Variable	Cronbach's Alpha	Composite Reliability	AVE
Performance Expectancy (PE)	0,861	0,906	0,709
Effort Expectancy (EE)	0,758	0,845	0,579
Facilitating Conditions (FC)	0,796	0,867	0,621
Habit (HB)	0,792	0,864	0,615
Behavioral Intention (BI)	0,856	0,913	0,777
Use Behavior (UB)	0,815	0,879	0,645
Job Satisfaction (JS)	0,787	0,863	0,613

Source: Primary data processed with SmartPLS (2025)

Table 4. *Outer Loading Value* of Internal Construct Indicator

Variable	Indicator	Outer Loading	Variable	Indicator	Outer Loading
Performance Expectancy	PE1	0,878	Behavioral Intention	BI1	0,897
	PE2	0,866		BI2	0,91
	PE3	0,734		BI3	0,836
	PE4	0,881	Use Behavior	UB1	0,865
Effort Expectancy	EE1	0,81		UB2	0,815
	EE2	0,666		UB3	0,716

	EE3	0,856		UB4	0,81
	EE4	0,695		JS1	0,847
Facilitating Conditions	FC1	0,764	Job Satisfaction	JS2	0,829
	FC2	0,811		JS3	0,691
	FC3	0,749		JS4	0,754
	FC4	0,825			
Habit	HB1	0,803			
	HB2	0,767			
	HB3	0,709			
	HB4	0,852			

Source: Primary data processed with SmartPLS (2025)

The results of the convergent validity test showed that all indicators had an outer loading value that met the criteria, and that the AVE value in each construct was above the minimum threshold. These findings indicate that the indicators used are able to adequately represent latent constructs and have good measurement consistency.

Furthermore, the results of the construct reliability test showed that all constructs in the model had Composite Reliability values and Cronbach's Alpha that met the criteria. This confirms that the research instrument has an adequate level of internal reliability and can be used consistently to measure the construct of reporting system adoption and employee job satisfaction.

Based on these results, the measurement model in this study has met the requirements for validity and reliability, so that the analysis can be continued on the evaluation of the structural model and hypothesis testing.

3. Evaluation of Measurement Model (Inner Model)

Structural model evaluation is carried out to assess the ability of the research model to explain endogenous variables through the relationships between constructs that have been formulated. The assessment of the structural model in this study is focused on the value of the determination coefficient (R^2) for each endogenous variable, namely behavioral intention, use behavior, and job satisfaction. The R^2 value indicates the proportion of variations of endogenous variables that can be explained by exogenous variables in the research model. The results of the structural model evaluation are presented in Table 5.

Table 5. Coefficient of Determination (R^2) of Internal Structural Model

Variable endogenous	R^2	R^2 Adjusted	Category
Behavioral Intention	0,525	0,514	Moderate
Use Behavior	0,541	0,526	Moderate
Job Satisfaction	0,499	0,494	Moderate

Source: Primary data processed with SmartPLS (2025)

The results of the analysis show that the R^2 value in the behavioral intention variable reflects an adequate level of predictive ability from the construct of performance expectations, business expectations, and other factors that affect it. Furthermore, the R^2 value in the use behavior variable shows that the behavior of the use of the reporting system can be explained

by the construct of behavioral intention, supporting conditions, and usage habits. Meanwhile, the R^2 value in the job satisfaction variable shows that the use of the reporting system contributes to explaining the variation in employee job satisfaction.

Overall, the R^2 value obtained indicates that the structural model in this study has sufficient explainability, so the model is suitable for hypothesis testing and further intervariable relationship analysis.

4. Hypothesis Testing

Hypothesis testing was carried out to evaluate the relationships between variables in the structural model based on the path coefficient value, the test statistical value, and the level of significance resulting from the PLS-SEM analysis. The results of hypothesis testing in this study are presented in Table 6, which contains a summary of the relationship between constructs and the decision to accept or reject the hypothesis.

Table 6. Results of Testing Internal Structural Model Hypotheses

Hipotesis	Relationships Between Constructs	Line Coefficient (β)	t-Statistic	p-Value	Verdict
H1	Performance Expectancy → Behavioral Intention	0,078	0,703	0,482	Rejected
H2	Effort Expectancy → Behavioral Intention	0,675	8,172	< 0.001	Accepted
H3	Behavioral Intention → Use Behavior	0,04	0,294	0,769	Rejected
H4	Facilitating Conditions → Use Behavior	0,339	3,49	< 0.001	Accepted
H5	Habit → Use Behavior	0,446	3,771	< 0.001	Accepted
H6	Use Behavior → Job Satisfaction	0,707	13,618	< 0.001	Accepted

Source: Primary data processed with SmartPLS (2025)

The results of the analysis show that not all relationships proposed in the research model are empirically supported. Some constructs show a significant influence on the intended endogenous variable, while other relationships show no significant influence. These findings indicate a difference in the role between constructs in explaining the behavior of using the reporting system and its implications for employee job satisfaction.

In particular, the results of the hypothesis test show that use behavior has a significant influence on employee job satisfaction, which confirms the importance of actual use of the system in shaping employee work experience. On the other hand, the relationship between behavioral intention and system usage behavior did not show a significant influence, indicating that there was a gap between usage intent and behavior in the context of routine internal reporting systems

In addition, facilitating conditions and habits were shown to have a significant influence on system usage behavior, while performance expectancy and effort expectancy did not show a significant influence on behavioral intentions. This pattern of results shows that the use of internal reporting systems is more influenced by structural factors and work habits than by individual considerations related to the benefits or convenience of the system.

Overall, the results of the hypothesis test provide an empirical basis for further discussion of the dynamics of the adoption of internal reporting systems and their implications for employee job satisfaction, which will be discussed in more depth in the discussion section.

Factors Influencing the Use of Reporting Systems

The results show that the use of the MyRentokil reporting system in the context of service organizations is more determined by structural factors and work habits than by individual use intentions. This is reflected in the significant influence of facilitating conditions and habits on use behavior, while the relationship between behavioral intention and use behavior does not show significance. The pattern is consistent with the UTAUT2 framework in the post-adoption stage, which places supporting conditions and habits as the main determinants of usage behavior when the system has been integrated into the organization's routine activities (Venkatesh et al., 2012; Dwivedi et al., 2020).

The significant influence of supporting conditions shows that the availability of facilities, technical support, and system integration into work procedures play a direct role in encouraging the actual use of the system. In this context, the reporting system is not used as an individual choice, but rather as part of the job demands facilitated by the organizational structure. These findings are in line with previous research that emphasized the role of organizational support and infrastructure readiness in ensuring the sustainability of the use of internal systems (Tarhini et al., 2019; Susanti et al., 2023).

In addition, the significant role of habit on use behavior shows that the use of internal reporting systems is developing into an automated work practice along with its attachment to routine operational activities. In the post-adoption stage, usage behavior is more shaped by work habituation than by re-evaluation of the benefits or convenience of the system (Gupta & Shukla, 2021).

The insignificance of the influence of behavioral intention on use behavior confirms that the relationship between intention and use behavior is not linear in the context of internal systems whose use is mandatory and structured. In these conditions, usage behavior is determined more by work obligations and operational routines than by individual considerations, so technology adoption approaches that focus on use intent are inadequate when applied to institutionalized systems (Venkatesh et al., 2012; Dwivedi et al., 2020).

The Gap between System Usage Intent and Behavior

The findings of the study show that there is a gap between intention and usage behavior in the internal reporting system, which is reflected in the insignificance of the effect of performance expectancy and effort expectancy on behavioral intention, and the insignificance of the influence of behavioral intention on use behavior. This pattern suggests that in the context of systems where use is routine and organizationally structured, intent to use does not always serve as the primary link between individual perception and actual behavior. This condition is in line with the development of the UTAUT2 framework, which recognizes that in the post-adoption stage, determinants of use behavior can shift from individual cognitive factors to contextual and habituary factors (Venkatesh et al., 2012; Dwivedi et al., 2020).

The insignificance of the influence of performance expectations and business expectations on the intention of use shows that the perception of the benefits and convenience of the system is no longer the dominant consideration when the system has been integrated into the work procedure. In this situation, the employee is not in a position to choose whether or not to use the system, but rather to run the system as part of the job role. These findings differ from many studies of technology adoption in the context of consumers or voluntary use, which generally place intention as the primary predictor of use behavior (Tarhini et al., 2019), and

affirm the importance of distinguishing between the context of voluntary use and compulsory use in systems adoption research.

Furthermore, the weak relationship between behavioral intention and use behavior shows that the intention-behavior relationship is contextual, not universal. In the internal system of the organization, usage behavior is more shaped by work routines, organizational control, and operational habituation, so the role of intention is relatively limited. These findings support the view that habit and facilitating conditions may replace the role of intention as the primary determinant of use behavior in the post-adoption stage (Venkatesh et al., 2012; Gupta & Shukla, 2021).

Thus, the gap between usage intentions and behaviors found in this study does not indicate a failure of the adoption model, but rather reflects a shift in the mechanism of using the system in the context of an operationally mature organization. These findings make a theoretical contribution by asserting that technology adoption approaches that focus on intent of use need to be adapted when applied to internal systems that are routine, institutionalized, and supported by strong organizational structures.

Implications of Using the System on Employee Job Satisfaction

The results of the study show that the actual use of the reporting system plays a role in shaping employee job satisfaction. These findings confirm that job satisfaction does not arise from initial attitudes or intentions towards the system, but rather from employees' real experiences when the system is used in their daily work. In the context of service organizations, a well-functioning reporting system can help employees work more organically and reduce administrative barriers, thus supporting a more positive work experience (Kim & Lee, 2020) (Yee et al., 2008;Missye & Hosen, 2024).

The effect of system use on job satisfaction also shows that the internal reporting system does not only play a role as a control tool, but as a means of supporting work. When systems are integrated with workflows and used consistently, employees are more likely to experience immediate benefits, such as clarity of reporting processes and ease of completing tasks. This condition is in line with the view that job satisfaction is influenced by the extent to which the support system is able to facilitate the implementation of work effectively (Loveman, 1998; Malhotra & Mukherjee, 2004).

These findings show that the relationship between system adoption and job satisfaction is practice-based, not perception-based. Job satisfaction is formed when the system actually helps employees in carrying out their roles, not just when the system is considered useful or easy to use. Therefore, the successful implementation of the internal reporting system needs to be seen from the quality of use in work practice, not just from the initial acceptance rate.

Overall, these results confirm that the use of MyRentokil's reporting system has real implications for employee work experience. The organization's focus on the sustainability of the system's use in day-to-day operational activities is key to ensuring that the system is not only formally adopted, but also makes a positive contribution to employee job satisfaction as the main user of the system.

Research Limitations

This study has several limitations that need to be considered in interpreting the results. First, the research was conducted on one service organization with an internal reporting system that has been integrated into work procedures, so that the generalization of findings to the

context of the organization or other types of systems needs to be done carefully. Second, data was collected using an employee perception-based survey approach, which reflects respondents' subjective experiences over a given time period and has not captured the dynamics of changes in system usage behavior in the long term. Third, the cross-sectional design of the study limits the ability of this study to explain the temporal causal relationship between the use of the system and employee job satisfaction. Within these limitations, the findings of this study still provide a relevant empirical picture of the mechanism of using internal reporting systems in the context of service organizations.

CONCLUSIONS

The use of internal reporting systems in the context of service organizations is shown to be more strongly influenced by structural factors and work habits than by individual usage intentions. Facilitating conditions and usage habits play essential roles in shaping system usage behavior, whereas usage intention does not directly drive actual use. This pattern indicates that in internal systems that are routine and integrated into work procedures, the mechanism of use does not fully align with the assumption of intention-based adoption. The actual use of the reporting system is also associated with the level of employee job satisfaction. This finding shows that the value of internal systems lies not only in their formal adoption but also in the extent to which they are actively used and capable of supporting daily work activities. Employee job satisfaction is thus formed through real experiences of system use in practice, rather than solely through initial perceptions of the system's benefits or convenience. From a theoretical perspective, these findings reaffirm the importance of adopting a post-adoption perspective to understand technology usage behavior in organizations that employ mandatory and institutionalized systems. Practically, the management of internal reporting systems should focus on strengthening facilitating conditions and ensuring the sustained integration of system use into daily work routines, so that the system is not only formally implemented but also makes a tangible contribution to employees' work experiences.

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