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Intention to Use E-Recruitment: How Trust Moderates the Effect of Perceived Security

Azzatillah[1*]
[1*]Universitas Wiralodra, Jawa Barat Indonesia, azzatillah09@gmail.com

Abstract
Although e-recruitment has increasingly become the primary channel for talent acquisition, job seekers' concerns about data breaches, fraudulent job postings, and misuse of personal information remain serious barriers to the adoption of digital platforms. This study examines the effect of perceived security on intention to use e-recruitment and tests whether trust moderates this relationship. Data were collected from 150 Indonesian respondents familiar with e-recruitment platforms and analyzed using Partial Least Squares Structural Equation Modeling. The results show that perceived security positively influences intention to use ($\beta = 0.196$, $p = 0.022$). Trust exerts a substantially stronger effect ($\beta = 0.510$, $p < 0.001$) and emerges as the dominant predictor. However, the moderating role of trust is non-significant ($\beta = 0.009$, $p = 0.895$), indicating that security and trust function as complementary rather than interactive drivers. These findings underscore that technical security features alone are insufficient; platform providers must simultaneously build user trust through transparency and verified job postings to enhance the adoption of e-recruitment systems.

Keywords: E-Recruitment; Intention to Use; Perceived Security; Trust

1. Introduction

The digital transformation of human resource practices has positioned e-recruitment as a primary mechanism for talent acquisition. Organizations increasingly rely on online platforms to attract and screen candidates, while job seekers use these systems to access employment opportunities efficiently (Nguyen, 2021; Bhatia & Satija, 2022). The rapid adoption of e-recruitment has further strengthened its role as a key channel for job matching (Kaur & Kaur, 2024).

The successful adoption of e-recruitment platforms largely depends on job seekers' intention to use. One of the most critical factors influencing this intention is perceived security. When applying for jobs online, individuals are required to share sensitive personal data. Growing concerns regarding data breaches, fraudulent job postings, and identity theft have made security perceptions particularly important (Ogunniye et al., 2021; Kissi, 2023). Negative experiences related to online job scams can reduce users' trust and diminish their intention to use digital recruitment platforms (Arifuzzaman & Ome, 2026).

At the same time, trust serves as an important psychological mechanism in the online recruitment context. Trust reflects users' confidence in the reliability, integrity, and data protection practices of e-recruitment platforms (Ogunniye et al., 2021). Empirical studies have consistently shown that trust significantly influences intention to use online recruitment systems. In some studies, perceived trust even emerges as a stronger predictor of intention to use than traditional technology acceptance constructs (Choung & Ross, 2023; Kuen et al., 2023).

Although the direct effects of perceived security and trust on intention to use have been widely examined, the potential moderating role of trust in the relationship between perceived security and intention to use e-recruitment remains underexplored. Most existing studies treat trust either as an independent predictor or as a mediator (Kim et al., 2011; Alalwan et al., 2017).

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This gap is increasingly relevant given the rising prevalence of online recruitment fraud and growing concerns over data privacy.

This study aims to examine the effect of perceived security on intention to use e-recruitment platforms, with trust as a moderating variable. The findings are expected to provide a deeper understanding of the conditions under which perceived security effectively drives intention to use, while offering both theoretical and practical contributions to the development of e-recruitment platforms.

2. Literature Review and Hypothesis Development

2.1 Intention to Use

Intention to use refers to an individual's readiness or willingness to perform a particular behavior, specifically the use of a technology or system (Davis, 1989; Venkatesh et al., 2003). In technology acceptance research, intention to use is regarded as the most immediate predictor of actual system usage. It reflects the motivational factors that influence a person's decision to engage with a particular platform.

In the context of e-recruitment, intention to use represents job seekers' willingness to utilize online recruitment platforms for searching vacancies and submitting job applications. Previous studies have widely adopted intention to use as the primary dependent variable when examining the adoption of e-recruitment systems (Kaur & Kaur, 2024; Bhatia & Satija, 2022). Understanding the factors that shape this intention is therefore essential for improving the effectiveness of digital recruitment platforms.

2.2 Perceived Security

Perceived security is defined as the degree to which a user believes that a particular system or platform is free from risk and that personal information is adequately protected (Salisbury et al., 2001). It reflects users' subjective evaluation of the safety of data transmission, storage, and processing. In e-recruitment, job seekers are required to submit sensitive personal information such as identity details, educational background, curriculum vitae, and employment history. Consequently, concerns related to data breaches, identity theft, fraudulent job postings, and misuse of personal data become highly salient (Ogunniye et al., 2021; Kissi, 2023).

Previous studies have consistently demonstrated that perceived security plays a critical role in shaping users' behavioral responses in digital environments. In e-commerce and online transaction contexts, higher perceived security increases users' willingness to engage with platforms (Salisbury et al., 2001; Kim et al., 2011). Similar findings have been reported in mobile payment and digital service contexts, where perceived security positively influences intention to use (Shin, 2009; Kurniawan et al., 2023). In the e-recruitment domain, security-related concerns have been identified as important barriers that can reduce job seekers' willingness to use online platforms (Ogunniye et al., 2021).

Given that e-recruitment involves the disclosure of highly personal data, it is expected that job seekers who perceive higher levels of security will demonstrate a stronger intention to use the platform.

H1: Perceived security has a positive effect on intention to use

2.3 Trust

Trust is defined as a psychological state comprising the intention to accept vulnerability based upon positive expectations of the intentions or behavior of another party (Mayer et al., 1995). In online environments, trust reduces uncertainty and mitigates perceived risks associated with digital interactions (McKnight et al., 2002).

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In the e-recruitment context, trust reflects job seekers' confidence in the reliability of the platform, the authenticity of job postings, the integrity of employers, and the protection of personal data (Ogunniye et al., 2021). Empirical studies have shown that trust significantly influences job seekers' intention to use online recruitment platforms. Several recent studies found that trust is among the strongest predictors of intention to use e-recruitment systems (Bhatia & Satija, 2022). When job seekers trust a platform, they are more willing to share personal information and proceed with job applications.

Furthermore, trust is expected to moderate the relationship between perceived security and intention to use. When trust is high, job seekers are more likely to rely on their security perceptions, thereby strengthening the positive effect of perceived security on intention to use. Conversely, when trust is low, even a high level of perceived security may not sufficiently encourage usage intention due to residual doubts about the platform's integrity and the authenticity of job opportunities (Alalwan et al., 2017; Kim et al., 2011). Given the information asymmetry and potential risks inherent in e-recruitment, the moderating role of trust is particularly relevant.

H2: Trust has a positive effect on intention to use

H3: Trust moderates the relationship between perceived security and intention to use moderates the relationship between perceived security and intention to use.

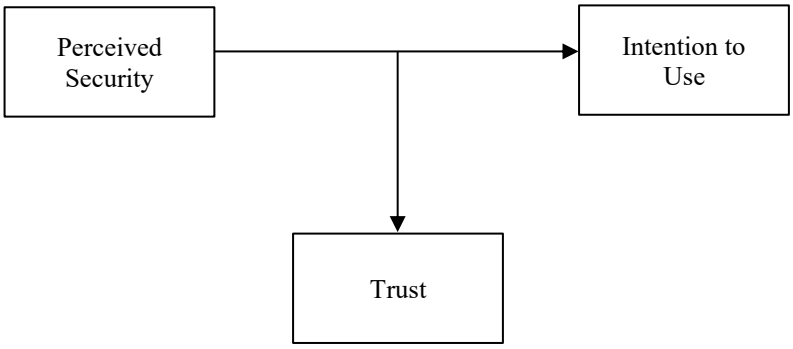


Figure 1. Conceptual Model

3. Method

3.1 Research Design, Population, and Sampling

This study employed a quantitative explanatory research design to examine the causal relationships among the proposed variables. An explanatory approach was chosen because it allows researchers to test hypotheses regarding the influence of independent variables on a dependent variable. The population consisted of individuals in Indonesia who were familiar with e-recruitment. Following the recommendation of Hair et al. (2020) that the minimum sample size should be five to ten times the number of measurement indicators, the required minimum sample was calculated as 55 respondents (11 indicators × 5). A total of 150 respondents participated in the study, thereby exceeding the recommended threshold. Respondents were selected through purposive sampling to ensure that participants possessed characteristics relevant to the research objectives. The inclusion criteria were: (1) being at least 17 years old, (2) having knowledge of or familiarity with e-recruitment, and (3) having internet access and the ability to complete an online questionnaire.

3.2 Measures

All constructs in the research model were operationalized as reflective constructs and measured using multiple items adapted from previously validated scales. The items were

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carefully contextualized to the e-recruitment setting while preserving the original conceptual meaning of each construct. Responses were recorded on a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). Perceived security was measured using four items adapted from Roca et al. (2008). Trust was measured using four items adapted from Ling et al. (2011). Intention to use was measured using three items adapted from Venkatesh and Davis (2000) and Ajzen (1991).

3.3 Data Analysis

The collected data were analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The analysis proceeded in two stages: evaluation of the measurement model (outer model) and evaluation of the structural model (inner model). Convergent validity was assessed through outer loadings (values above 0.70 were considered acceptable) and Average Variance Extracted (AVE), where an AVE value greater than 0.50 indicates that the construct explains more than half of the variance of its indicators (Hair et al., 2020). Discriminant validity was evaluated using the Fornell–Larcker criterion (Hair et al., 2020) and the Heterotrait-Monotrait Ratio (HTMT), with HTMT values required to remain below the conservative threshold of 0.85 or the more liberal threshold of 0.90 for conceptually similar constructs (Henseler et al., 2015). Reliability was assessed using Cronbach's alpha and Composite Reliability, with values greater than 0.70 indicating satisfactory internal consistency (Hair et al., 2020). The structural model was evaluated using the coefficient of determination (R^2) to assess explanatory power and predictive relevance (Q^2) to examine the model's predictive capability. Hypothesis testing was conducted via the bootstrapping procedure. The direction of relationships was determined by the original sample path coefficients, and hypotheses were considered supported when the p-value was less than 0.05 (Sekaran & Bougie, 2016).

4. Results

4.1. Measurement Model

The measurement model was assessed to establish the reliability and validity of the constructs used in this study. Convergent validity was evaluated based on outer loadings and Average Variance Extracted (AVE), while internal consistency reliability was assessed using Cronbach's alpha, rho_A, and composite reliability. Discriminant validity was examined using the Fornell–Larcker criterion and the Heterotrait–Monotrait Ratio (HTMT). The results are presented in the following table.

Table 1. Reliability and Convergen Validity

Construct	**Item**	Outer Loadings	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Intention to Use	INT1	0,867	0,842	0,843	0,905	0,760
	INT2	0,903				
	INT3	0,845				
Perceived Security	PS1	0,742	0,797	0,799	0,868	0,621
	PS2	0,798				
	PS3	0,802				
	PS4	0,808				
Trust	TR1	0,828	0,847	0,859	0,896	0,684
	TR2	0,826				
	TR3	0,850				

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	TR4	0,803				
Perceived Security * Trust		1,378	1,000	1,000	1,000	1,000

Table 1 presents the results of the reliability and convergent validity assessment of the measurement model. All indicators exhibit outer loading values above 0.70, ranging from 0.845 to 0.903 for Intention to Use, 0.742 to 0.808 for Perceived Security, and 0.803 to 0.850 for Trust. The reliability results also show satisfactory internal consistency, with Cronbach's alpha values ranging from 0.797 to 0.847, rho_A values from 0.799 to 0.859, and composite reliability values from 0.868 to 0.905, all exceeding the 0.70 threshold. Furthermore, the AVE values for Intention to Use, Perceived Security, and Trust are 0.760, 0.621, and 0.684, respectively, exceeding the minimum threshold of 0.50. Overall, the results support the reliability and convergent validity of the measurement model.

Table 2. Discriminant validity: Fornell-Larcker

	Intention to Use	**Percieved Security**	**Percieved Security*Trust**	**Trust**
Intention to Use	0,872			
Percieved Security	0,527	0,788		
Percieved Security*Trust	-0,033	0,041	1,000	
Trust	0,635	0,649	-0,106	0,827

Table 2 shows that the square root of AVE for Intention to Use (0.872), Perceived Security (0.788), and Trust (0.827) is higher than their respective correlations with other constructs. The square root of AVE for Intention to Use exceeds its correlations with Perceived Security (0.527) and Trust (0.635), while the square root of AVE for Perceived Security is higher than its correlations with Intention to Use (0.527) and Trust (0.649). Similarly, the square root of AVE for Trust exceeds its correlations with Intention to Use (0.635) and Perceived Security (0.649). These results confirm that all constructs meet the Fornell–Larcker criterion, indicating satisfactory discriminant validity.

Table 3. Discriminant validity: Heterotrait-Monotrait Ratio (HTMT)

	Intention to Use	**Percieved Security**	**Percieved Security*Trust**
Intention to Use			
Percieved Security	0,632		
Percieved Security*Trust	0,039	0,044	
Trust	0,737	0,796	0,114

Table 3 shows that all HTMT values are below the recommended threshold of 0.90. The HTMT value between Intention to Use and Perceived Security is 0.632, while the value between Intention to Use and Trust is 0.737. The HTMT value between Perceived Security and Trust is 0.796. Meanwhile, the interaction construct, Perceived Security*Trust, shows HTMT values of 0.039 with Intention to Use, 0.044 with Perceived Security, and 0.114 with Trust. Since all HTMT values are below 0.90, the results provide further evidence that the constructs are empirically distinct from one another. Therefore, discriminant validity is established.

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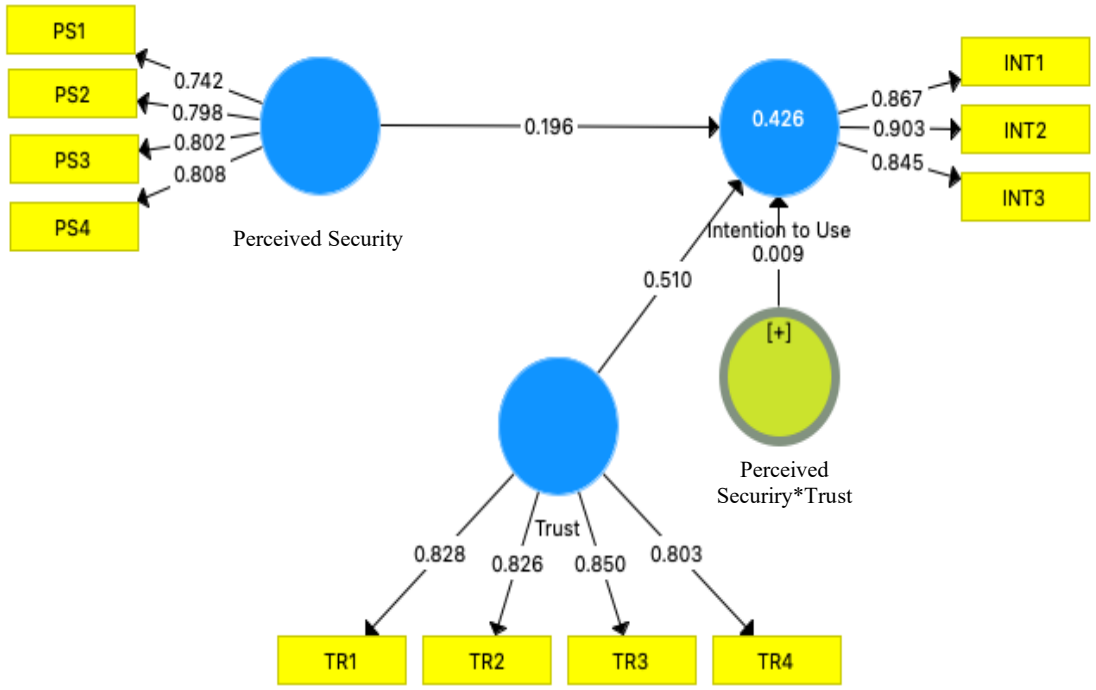


Figure 2. An illustration of the results from SEM-PLS algorithm

4.2. Structural Model

The structural model was assessed to evaluate the explanatory and predictive capabilities of the proposed model and to examine the hypothesized relationships among the constructs. The assessment included the evaluation of the adjusted coefficient of determination (R^2) and Q^2predict to assess the model's explanatory and predictive capabilities, respectively. Furthermore, hypothesis testing was conducted using the bootstrapping procedure based on the path coefficient (β), t-statistic, and p-value, with a significance level of 5%. The results of the structural model assessment and hypothesis testing are presented below.

Table 4. R-Square Adjusted (R^2) and Prediction Relevance (Q^2)

	R-square adjusted	Q^2predict
Intention to Use	0,418	0,385

Table 4 presents the explanatory and predictive performance of the structural model for Intention to Use. The adjusted R-square value of 0.418 indicates that the exogenous constructs included in the model jointly explain 41.8% of the variance in individuals' intention to use e-recruitment, suggesting a moderate level of explanatory power in the context of behavioral research. Furthermore, the Q^2_predict value of 0.385, which is substantially greater than zero, demonstrates that the model possesses meaningful predictive relevance for Intention to Use. Overall, these findings indicate that the proposed model provides both satisfactory explanatory capability and strong predictive relevance in explaining job seekers' intention to use e-recruitment platforms.

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Table 5. Hypothesis Test Result

Hypothesis	Path	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
H1	Percieved Security -> Intention to Use	0,196	0,203	0,085	2,301	0,022
H2	Trust -> Intention to Use	0,510	0,503	0,094	5,398	0,000
H3	Percieved Security*Trust -> Intention to Use	0,009	0,031	0,070	0,132	0,895

Table 5 shows that Perceived Security has a positive and significant effect on Intention to Use ($\beta = 0.196$; $t = 2.301$; $p = 0.022$), indicating that higher perceived security increases users' intention to use e-recruitment, so H1 is supported. Trust also has a positive and significant effect on Intention to Use ($\beta = 0.510$; $t = 5.398$; $p < 0.001$), with a stronger path coefficient than Perceived Security, indicating that Trust is the strongest direct predictor of Intention to Use in the model; therefore, H2 is supported. Meanwhile, the interaction effect of Perceived Security × Trust on Intention to Use is positive but not statistically significant ($\beta = 0.009$; $t = 0.132$; $p = 0.895$), indicating that Trust does not significantly moderate the relationship between Perceived Security and Intention to Use; thus, H3 is not supported.

5. Discussion

The findings of this study offer deeper insights into the psychological mechanisms underlying job seekers' intention to use e-recruitment platforms. Perceived security was found to have a positive effect on intention to use, supporting H1. Perceived security operates by reducing perceived risk and enhancing a sense of safety when individuals are required to disclose highly sensitive personal data, such as identity information, educational background, and employment history. When users believe that a system adequately protects the transmission, storage, and processing of their data, they become more willing to accept the vulnerability inherent in digital interactions. This reasoning aligns with Salisbury et al. (2001), who argued that perceived security shapes users' subjective evaluation of the safety of online transactions, as well as with Kim et al. (2011) and Ogunniye et al. (2021), who demonstrated that concerns about data breaches and fraudulent job postings directly inhibit the intention to use digital recruitment systems. In the e-recruitment context, this mechanism is particularly salient because the information shared is permanent and carries substantial risks to personal identity (Kissi, 2023).

Trust emerged as a stronger predictor of intention to use, supporting H2. Trust functions by reducing uncertainty and strengthening positive expectations regarding the intentions and behavior of other parties (the platform and employers). According to Mayer et al. (1995), trust is a psychological state that enables individuals to accept vulnerability based on positive expectations of another party's integrity, ability, and benevolence. In the information-asymmetric environment of e-recruitment, trust serves as a broader risk-reduction mechanism than technical security alone. When job seekers believe that a platform is reliable, that job postings are authentic, and that personal data are handled with integrity, they are more ready to proceed with applications. This finding is consistent with Bhatia and Satija (2022), who identified trust as one of the strongest predictors of e-recruitment adoption. Thus, trust not only mitigates perceived risk but also builds the emotional and cognitive confidence that drives behavioral readiness (McKnight et al., 2002; Ogunniye et al., 2021).

The moderating hypothesis (H3) was not supported. The results indicate that perceived security and trust function more as complementary predictors than as interacting constructs. In

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the e-recruitment context, technical security and trust are perceived as two equally necessary conditions for encouraging usage intention, yet they do not strengthen each other synergistically. When trust is already high, further increases in perceived security do not produce additional significant effects on intention, and vice versa. This pattern is consistent with prior e-recruitment studies that have treated perceived security and trust as independent direct predictors (Ogunniye et al., 2021; Bhatia & Satija, 2022). Moreover, the relatively high correlation between perceived security and trust (0.649) may have limited the unique variance available for the interaction term, a common occurrence when two constructs are closely related conceptually.

These findings underscore that successful adoption of e-recruitment platforms depends not only on robust technical security features but, more critically, on the platform's ability to cultivate user trust through transparency, job-posting verification, and consistent data-protection practices.

5.3. Limitations and Future Research

This study has several limitations. First, the sample was restricted to respondents in Indonesia who were familiar with e-recruitment and selected through purposive sampling. Although the sample size of 150 exceeded the minimum recommended by Hair et al. (2020), the generalizability of the findings to other cultural or national contexts remains limited. Future research should employ larger and more geographically diverse samples. Second, the cross-sectional design based on an online self-administered questionnaire constrains causal inference and may be susceptible to common method bias. Longitudinal or experimental designs would provide stronger evidence of causality. Third, the non-significant moderating effect of trust opens avenues for further investigation. Future studies could distinguish different forms of trust (e.g., institutional versus interpersonal trust) or examine alternative moderators such as prior experience with online fraud, digital literacy, or perceived risk. Incorporating mediating mechanisms (e.g., attitude or perceived risk) could also clarify the pathways linking perceived security to usage intention. Finally, the model focused solely on perceived security and trust. Subsequent research is encouraged to integrate additional constructs from technology acceptance models, such as perceived usefulness, ease of use, or social influence (Davis, 1989; Venkatesh et al., 2003), to enhance the model's explanatory power.

6. Conclusion

The results demonstrate that both perceived security and trust positively and significantly influence intention to use e-recruitment platforms, with trust emerging as the stronger predictor. Trust, however, does not moderate the relationship between perceived security and intention. These findings enrich the e-recruitment literature by highlighting the independent roles of security perceptions and trust. Practically, platform providers should prioritize robust data-protection mechanisms while simultaneously fostering user trust through transparent practices, rigorous verification of job postings, and clear communication of privacy policies. Strengthening both dimensions is essential for enhancing the effectiveness and widespread acceptance of digital recruitment platforms.

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