

Experiential and External Factors Influencing Discontinuance of the Diploy Digital Talent Pool Platform

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Abstract

The digital transformation has driven the emergence of digital talent pool systems such as Diploy, developed by Indonesia's Ministry of Communication and Digital Affairs to bridge Digital Talent Scholarship (DTS) graduates with industry demand. However, evaluation has become urgent because the platform shows very low effectiveness; only about 1% of DTS graduates have been successfully recruited through Diploy. This indicates a substantial gap between the platform's strategic goals and its actual performance. Before designing appropriate improvement strategies, it is crucial to understand the factors that drive employer partners to discontinue using Diploy. This study aims to analyze the key factors influencing discontinuance decisions, focusing on two dimensions: experiential and external factors. Using a quantitative approach, the study applies Partial Least Squares Structural Equation Modeling (PLS-SEM). The results reveal that poor system quality has a statistically significant effect on platform discontinuance ($p = 0.015$), underscoring the importance of technical reliability in retaining users. Other variables, such as information quality, service quality, talent mismatch, and trust, do not exhibit statistically significant influence. This insignificance may stem from varied user experiences and a lower perceived urgency compared with the immediate impact of technical issues on recruitment. Therefore, improving system performance should be prioritized, alongside long-term efforts to enhance platform credibility and talent fit.

INTRODUCTION

Digital transformation has created fundamental changes in the way organizations manage the recruitment and talent development processes. One of the innovations that is developing is the digital talent pool system that functions as an intermediary between job seekers and companies. This system is designed to make it easier to match labor competencies with industrial needs, especially in the rapidly growing digital sector (Marler & Boudreau, 2017).

In Indonesia, the Ministry of Communication and Digital Affairs developed Diploy, a platform aimed at connecting Digital Talent Scholarship (DTS) graduates with companies in need of digital talent. This platform is part of a major national digital talent development program that also involves collaboration with the Ministry of Manpower, vocational training institutions, and various strategic industry partners. Various initiatives have been carried out,

ranging from certified training, integration with national job search platforms, to the implementation of digital and hybrid job fairs (Caragnano, 2023).

However, despite having strategic objectives and supported by various cross-sectoral initiatives, the effectiveness of Diploy is still questionable. Data shows that only about 1% of DTS graduates are successfully recruited through this platform, with a significant decrease in the number of corporate partners and active vacancies year-on-year (Ministry of Communication and Digital of the Republic of Indonesia, 2025).

This phenomenon raises an important question: why have partner companies chosen to discontinue the use of Diploy? In the information systems literature, most studies focus on the phase of adoption and early use of technology (Venkatesh et al., 2003), while the phase of discontinuance is still rarely studied (Furneaux & Wade, 2011). In fact, the decision to stop using the system can provide important insights for future system development and improvement.

This study aims to fill this gap by analyzing the factors that affect the discontinuation of the use of Diploy from the perspective of partner companies. By adopting a quantitative approach through the Partial Least Squares Structural Equation Modeling (PLS-SEM) method, this study maps the influence of experiential factors and external factors on termination decisions. The findings of this study are expected to provide an academic contribution to the domain of information system discontinuance as well as practical recommendations for the management of the Diploy platform.

In recent decades, the information systems literature has extensively discussed various models of technology adoption, such as the Technology Acceptance Model (TAM) (Davis, 1989), the Unified Theory of Acceptance and Use of Technology (UTAUT) (Venkatesh et al., 2003), and the DeLone and McLean IS Success Model (DeLone & McLean, 2003). However, most of these models focus on the early stages of the system's lifecycle—namely early adoption and use—and ignore the dynamics that occur when the system is no longer in use or discontinued by its users.

The phenomenon of discontinuance or cessation of the use of information systems is important to study because the use of systems is not static, but is greatly influenced by changes in needs, value perceptions, and organizational and technological contexts that continue to evolve (Bhattacharjee, 2001; Turel, 2015). In this context, the discontinuance model for information systems developed by Furneaux and Wade (2011) became one of the most relevant and comprehensive theoretical frameworks.

This model emphasizes that discontinuance does not necessarily represent an internal failure of the system, but can be a rational strategic decision of the organization in response to changes in internal and external conditions. Furneaux and Wade group discontinuance into two main forms, namely:

Abandonment: a complete discontinuation without replacing the system with another alternative, usually because the system is considered to no longer provide added value.

Replacement: replacing an existing system with another system that is considered more adaptive or efficient in supporting business objectives.

Some of the main determinants that drive discontinuity include declining system performance (performance degradation), non-conformity with organizational strategic needs

(strategic misalignment), lack of managerial support, and the emergence of alternative technologies (technological substitution).

In addition to these factors, various contemporary studies have also identified determinants of discontinuation of system use at the individual level, especially in the context of digital platforms and recruitment systems.

Understanding these factors is important in assessing the sustainability of a system, especially in the context of a widely used system such as the Diploy platform. Therefore, this study adopts and modifies these findings as the basis for developing an analytical model of the discontinuation of Diploy use by partner companies.

In the context of the development of the national recruitment system, Diploy is one of the strategic initiatives launched by the Indonesian Ministry of Communication and Digital Affairs to bridge graduates of the Digital Talent Scholarship (DTS) program with companies that need digital talent. Through this platform, job seekers can build profiles, upload portfolios, and interact with company partners. Meanwhile, companies can take advantage of various features such as filter-based candidate search, application tracking, and job vacancy management.

Based on data collected from the Diploy Dashboard, there has been a drastic decrease in the involvement of institutional users, both in terms of employer partners and available job vacancies. The number of active partner companies shows a highly volatile trend and is generally declining. In 2020, there were 179 registered employers. However, this figure decreased sharply to 40 employers in 2021. Although there was a slight increase to reach 91 employers in 2024, this number has plummeted again to only 7 employers in 2025.

In line with the decline in the number of employers, the trend graph of job vacancies shows a consistent pattern of decline. In 2020, there were around 375 job vacancies available through Diploy. However, this figure decreased drastically to only about 150 vacancies in 2021 and continues to decline until only 20 vacancies remain in 2025.

This research model is adapted from a major study conducted by Nurwardani et al. (2024), which examined the phenomenon of discontinuance of talent pool information systems in an EduTech startup in Indonesia. The study identified two key dimensions that affect the cessation of system use, namely experiential factors and external factors, which include system quality, information quality, user interface, talent suitability, and platform socialization.

However, based on preliminary empirical data from surveys and brief interviews with Diploy user partners, modifications were made to the original model structure. The poor service quality factor was added to the experiential dimension in place of interface issues, because no significant issues related to the appearance or comfort of the interface were found. Instead, complaints arose about the slow response of technical support from platform managers.

"The website often crashes, even to this day I can't export resumes." [JS1]

"The system often goes down when we try to access the database of candidates for the position that is being opened." [ME1]

The trust factor was added to the external dimension due to concerns from partner companies regarding the validity of candidate data and the lack of platform updates, which lowered the credibility of the system.

"We are not sure if the qualifications listed on the candidate's profile have been properly verified." [ME1]

"It's hard to build trust on a platform that's rarely updated." [ME2]

The conceptual model is prepared based on the framework of the Theoretical Model of Discontinuation of the Use of the Talent Pool Management System from Nurwardani et al. (2024), which classifies the causes of discontinuation of system use into two main dimensions: experiential factors and external factors. To explain how post-adoption perceptions can trigger discontinuation intentions, this study also refers to the Expectation-Confirmation Theory (ECT) introduced by Oliver (1980). ECT initially only tested pre-consumption expectations, so in the context of information technology it was refined by Bhattacharjee (2001) into the Expectation-Confirmation Model (ECM) by incorporating post-adoption expectations such as perceived benefits. ECM is now widely applied to assess the intention to sustain—or discontinue—the use of information systems, rather than simply to explain satisfaction (Hossain & Quaddus, 2012).

The first dimension, the experiential factor, refers to negative perceptions experienced by users while using the system. Based on the findings of Nurwardani et al. (2024), there are four main constructs: poor system quality, information issues, unfamiliarity, and poor service quality. The second dimension, external factors, reflects the conditions of the organization's environment and dynamics beyond the direct user's control, which includes four constructs: talent mismatch, workforce needs, lack of socialization, and trust.

H1 – Poor System Quality. Platforms with low system quality tend to create a negative user experience, which can ultimately drive the decision to discontinue use (Koghut & Al-Tabbaa, 2021). In the context of Diploy, poor system quality is reflected in various technical issues such as frequent errors or crashes during the recruitment process, slow performance when searching for candidates, and difficulty navigating key features. When users encounter technical issues repeatedly, they tend to lose trust and look for other, more stable platform alternatives. Therefore, the worse the perceived quality of the system, the higher the tendency of the company to discontinue use of Diploy.

H2 – Information Issues. The quality of information provided by a system is a crucial aspect in supporting user decision-making (Tang & Chen, 2020). At Diploy, problems such as inaccuracy, incompleteness, and outdated candidate data are the main complaints of partner companies. When information is untrustworthy or does not meet expectations, the efficiency and effectiveness of the recruitment process is compromised. Thus, this hypothesis emphasizes that poor information quality will increase the user's intention to terminate system use.

H3 – Unfamiliarity. Users' unfamiliarity with the working mechanism, interface, and features of a system is an important factor that can reduce motivation for use (Prashar et al., 2023). Many partner companies have difficulty understanding how Diploy works; the time it takes to learn the system is longer than initial expectations, and the complexity of navigation makes the adaptation process feel disproportionate to the benefits received. Therefore, unfamiliarity with the Diploy system is suspected to have a positive impact on the user's intention to stop using the platform.

H4 – Poor Service Quality. Poor service from the platform provider, whether in the form of technical support, speed of response, or professionalism, has the potential to lower user satisfaction and loyalty (Koghut & Al-Tabbaa, 2021). In the context of Diploy, there are complaints related to slow service, untimely responses, and lack of service personalization. In

the long run, this can prompt user organizations to leave the system. Therefore, poor service quality is suspected to significantly increase the user's intention to stop using the system.

H5 – Talent Mismatch. Many partner companies state that candidates offered through Diploy do not have the qualifications appropriate to the required position (Nurwardani et al., 2024). This can be seen from complaints related to the lack of conformity between the technical skills and competencies of DTS graduates and industry standards. When companies feel that the quality and relevance of talent do not reflect expectations, trust in the platform decreases and its use as a primary recruitment tool becomes low.

H6 – Workforce Needs. Companies often face the challenge of finding digital talent with specialized skills through Diploy. The limited variation in candidate competencies and the slow response of the system to urgent recruitment requests are the main obstacles (Nurwardani et al., 2024). As a result, Diploy is not an effective solution for companies in meeting the needs of a dynamic workforce.

H7 – Lack of Socialization. The lack of communication and promotional efforts makes many companies unaware of the existence or benefits of Diploy. Not a few partners have never received direct information or usage training, so understanding of the platform's features and potential is very limited and has an impact on low usage intensity (Nurwardani et al., 2024). Thus, the lack of socialization is suspected to play a significant role in lowering platform utilization.

H8 – Trust. Trust is a crucial factor in technology adoption, especially in the context of recruitment that concerns the assessment of human resource quality (Tang & Chen, 2020). A number of companies doubt the credibility of Diploy as a reliable source of talent due to inconsistencies in candidate data, inconsistent profiles, and unprofessional service experience. Without confidence in the platform as a fair and reliable solution, it is difficult for companies to commit to using Diploy on an ongoing basis.

RESEARCH METHODS

Research Design

This research uses a quantitative approach with the Partial Least Squares Structural Equation Modeling (PLS-SEM) method to test a theoretical model developed based on modifications from previous studies by Nurwardani et al. (2024). This approach was chosen because it is able to handle complex structural models with a relatively small sample size and does not require the assumption of data normality (Hair et al., 2017). The research design is explanatory, which aims to explain the cause-and-effect relationship between independent variables (experiential factors and external factors) and dependent variables (discontinuation of the use of *Diploy*).

Development of Measurement Instruments

The questionnaire was developed by adapting indicators from previous research as well as adjustments to the context of *the Diploy* platform. The instrument is arranged in the form of a 5-point Likert scale (1 = Strongly Disagree, 5 = Strongly Agree), which includes eight main constructs as presented in Table 2.

Table 1. List of Constructs, Indicators, and Operational Definitions of Survey Instruments

| Construct | Indicator (<i>Measured Item</i>) | Operational Definition |
|-----------------------------|--|---|
| <i>Poor System Quality</i> | <p>SYSQ1. The Diploy platform often experiences errors or crashes when used for the recruitment process.</p> <p>SYSQ2. The Diploy platform shows slow performance especially when searching for or filtering candidates.</p> <p>SYSQ3. The Diploy platform experiences connection instability when used by multiple users simultaneously.</p> <p>SYSQ4. The Diploy platform has important features that often don't work as they should.</p> | Diploy platforms that experience technical issues such as slow response times, errors during use, or navigation difficulties that hinder the effectiveness of use by partner companies. |
| <i>Information Issues</i> | <p>INFQ1. The Diploy platform does not provide information relevant to my recruitment needs.</p> <p>INFQ2. The Diploy platform presents inadequate information about candidates.</p> <p>INFQ3. The Diploy platform displays inaccurate information about the candidate's qualifications.</p> <p>INFQ4. The Diploy platform provides non-up-to-date information about candidate availability.</p> | DTS graduate profile information on the Diploy platform is incomplete, inaccurate, or not detailed enough to help companies make informed hiring decisions. |
| <i>Unfamiliarity</i> | <p>UNFM1. The Diploy platform takes more time to learn than expected.</p> <p>UNFM2. The Diploy platform displays the complexity of use compared to initial expectations.</p> <p>UNFM3. The Diploy platform turned out to be more difficult than I expected.</p> <p>UNFM4. The Diploy platform creates difficulties in understanding how it works.</p> | Partner companies that are not familiar with how Diploy works or features make it difficult to make the most of the platform for the recruitment process. |
| <i>Poor Service Quality</i> | <p>SERQ1. The Diploy platform fails to provide timely services.</p> <p>SERQ2. The Diploy platform provides slow responses to questions or issues.</p> <p>SERQ3. The Diploy platform shows unprofessional service.</p> <p>SERQ4. The Diploy platform provides non-personalized services as per the company's needs.</p> | Technical support and services from Diploy managers that are unresponsive or inadequate in helping partner companies overcome obstacles when using the platform. |
| <i>Talent Mismatch</i> | <p>TM1. The Diploy platform has candidates with qualifications that do not match the needs of the position in our company.</p> <p>TM2. The Diploy platform offers candidates with technical skills that do not meet the job requirements.</p> <p>TM3. The Diploy platform features candidates with competencies that are not in</p> | The expertise and skills of DTS graduates available at Diploy do not match the specific needs of partner companies. |

| Construct | Indicator (<i>Measured Item</i>) | Operational Definition |
|-------------------------------|---|---|
| | line with the standards required by the company. TM4. The Diploy platform provides candidates with training that is irrelevant to the actual needs of the industry. | |
| <i>Workforce Needs</i> | WN1. The Diploy platform is not able to meet the company's needs for digital talent. WN2. The Diploy platform does not provide access to candidates with the required special skills. WN3. The Diploy platform cannot respond to urgent recruitment needs. WN4. The Diploy platform offers less of a variety of candidates from different skill backgrounds. | The labor needs of partner companies that are not met through the Diploy platform can be seen from the low level of use of the platform for recruitment. |
| <i>Lack of Socializations</i> | LS1. The Diploy platform is less known for its existence among companies. LS2. The Diploy platform does not provide adequate usage training. LS3. The Diploy platform does ineffective socialization of features and benefits. LS4. The Diploy platform has a vague guide on how to maximize its use. | The lack of socialization by the Ministry of Communication and Digital about the Diploy platform to potential companies has resulted in low awareness and adoption. |
| <i>Trust</i> | TR1. The Diploy platform raises doubts as an effective means of recruitment. TR2. The Diploy platform shows low credibility in the eyes of the company. TR3. The Diploy platform treats partner companies unfairly and professionally. TR4. The Diploy platform demonstrates the unreliability of a consistent recruitment process. | The level of trust of partner companies in the reliability of the Diploy platform and the qualifications of DTS graduates in meeting the needs of talent. |

Source: adapted from (Wixom & Todd, 2005; Pitt et al., 1995; Gefen et al., 2003) and adapted by researchers based on the context of Diploy (2025)

The instrument has gone through a content validation process through discussions, readability tests, and reviews of relevant academic literature (Wixom & Todd, 2005; Pitt et al., 1995; Gefen et al., 2003).

Sampling Techniques

The sampling technique used is purposive sampling, which is the selection of respondents based on certain criteria, namely companies that have used or have been registered as partners on the Diploy platform. This technique was chosen because only respondents who had direct experience with the system were able to provide an assessment of the dimensions of discontinuance (Etikan et al., 2016). The inclusion criteria for respondents include coming from Diploy's partner companies, having used Diploy for at least six months, and being involved in the recruitment or HR decision-making process.

The minimum number of respondents is determined based on the 10-times rule (Hair et al., 2017), which specifies a minimum of ten times the number of constructs ($10 \times 4 = 40$

minimum respondents). The optimal target refers to the Krejcie and Morgan (1970) table, where for a population of 147, the ideal sample size is approximately 105 respondents. Data were collected through the distribution of online questionnaires to Diploy partner companies via email and official communication groups during the April–May 2025 period. To increase the response rate, the researcher also conducted a personal approach through professional contact with several HR personnel and users who were previously involved in DTS activities.

Data Analysis Techniques

The data were analyzed using SmartPLS 4 software (Ringle et al., 2024). The analysis stage includes the evaluation of the outer model (measurement model), which includes a reliability test (Cronbach's Alpha and Composite Reliability), a convergent validity test (Average Variance Extracted/AVE), and a discriminant validity test using the HTMT ratio. Furthermore, an internal model (structural model) evaluation was carried out through a path coefficient test, a significance test of the relationship between constructs through *the bootstrapping technique*, and an R² value test to assess the strength of the model's prediction.

RESULTS AND DISCUSSION

Respondent Demographics

Data was collected from 47 respondents who were representatives of Diploy's partner companies. All respondents have had first-hand experience in using the platform, with the majority coming from the technology, education, and manufacturing sectors. The respondent profiles are presented in Table 2.

Table 2. Respondent Demographics

| Characteristics of Respondents & Companies | | Quantity | Percentage |
|--|---|----------|------------|
| Position in the Company | Director | 2 | 4.26% |
| | Human Capital Manager | 1 | 2.13% |
| | HR manager (including all variations) | 9 | 19.15% |
| | HRBP / HRD Coordinator / Project Coordinator | 3 | 6.38% |
| | Personnel Affairs (Head / Admin / Officer) | 4 | 8.51% |
| | Talent Acquisition & Management | 7 | 14.89% |
| | Recruitment Roles (Officers, Staff) | 3 | 6.38% |
| | HR staff (including Admins, Officers, Generalists, Specialists, Compliance) | 18 | 38.30% |
| Long Time Working in the Company | 1-3 years | 16 | 34.04% |
| | 3-5 years | 15 | 31.91% |
| | >5 years | 16 | 34.04% |
| Long Experience Using the Diploy Platform | <6 months | 1 | 2.13% |
| | 6-12 months | 14 | 29.79% |
| | 1-2 years | 28 | 59.57% |
| | >2 years | 4 | 8.51% |

| | | | |
|-------------------------|---|----|--------|
| Frequency of Diploy Use | Rare | 16 | 34.04% |
| | Sometimes | 27 | 57.45% |
| | Frequent | 4 | 8.51% |
| Corporate Sector | Information Technology | 8 | 17.02% |
| | E-commerce & Platform Digital | 6 | 12.77% |
| | Finance & Insurance | 4 | 8.51% |
| | Consulting & Professional Services | 6 | 12.77% |
| | Telecommunications & ICT | 6 | 12.77% |
| | Media & Communication | 2 | 4.26% |
| | Educational Technology & Services | 2 | 4.26% |
| | Government & Public Sector | 2 | 4.26% |
| | Retail | 3 | 6.38% |
| | Transportation & Logistics | 3 | 6.38% |
| | Health | 1 | 2.13% |
| | Energy & Utilities | 1 | 2.13% |
| | Other (unique sectors that are not grouped) | 3 | 6.38% |

Source: research results (2025)

This data shows that the majority of respondents have a fairly in-depth understanding of the use of *Diploy* for the recruitment process.

Evaluation of the Outer Model (Measurement Model)

The evaluation of the outer model aims to test the validity and reliability of the constructs used in the research model.

Validity converges. The evaluation of convergent validity was carried out by referring to the Average Variance Extracted (AVE) value and the loading factor of each indicator. All constructs have an AVE value above 0.5, which means that each construct is able to explain more than 50% of the variance of its constituent indicators, thus having good convergent validity (Hair et al., 2017). Some indicators such as INFQ2, SERQ3, TM3, and WN4 have a loading value < 0.7 ; however, these indicators are maintained because the Composite Reliability (CR) and AVE values are still within acceptable limits (> 0.7 and > 0.5). In contrast, two indicators in the Lack of Socializations construct, namely LS1 and LS2, were eliminated because they had very low loading values and affected the overall reliability of the construct.

Reliability of the construct. Cronbach's Alpha and Composite Reliability values of the entire construct were above 0.7, indicating high internal consistency and good reliability (Hair et al., 2017).

Full results are presented in Table 3.

Table 3. Value of Loading Factors, Cronbach Alpha, Composite Reliability, and Average Variance Extracted

| | Loading Factors (>0.7) | Cronbach Alpha (>0.7) | Composite Reliability (>0.7) | Average Variance Extracted (>0.5) |
|-------|----------------------------------|---------------------------------|--|---|
| SYSQ1 | 0.879 | | | |
| SYSQ2 | 0.771 | | | |
| SYSQ3 | 0.791 | 0.805 | 0.869 | 0.626 |
| SYSQ4 | 0.714 | | | |
| INFQ1 | 0.864 | | | |
| INFQ2 | 0.654 | | | |
| INFQ3 | 0.784 | 0.735 | 0.830 | 0.554 |
| INFQ4 | 0.652 | | | |
| UNFM1 | 0.825 | | | |
| UNFM2 | 0.743 | | | |
| UNFM3 | 0.866 | 0.883 | 0.906 | 0.709 |
| UNFM4 | 0.922 | | | |
| SERQ1 | 0.788 | | | |
| SERQ2 | 0.793 | | | |
| SERQ3 | 0.631 | 0.727 | 0.821 | 0.536 |
| SERQ4 | 0.703 | | | |
| TM1 | 0.761 | | | |
| TM2 | 0.806 | | | |
| TM3 | 0.656 | 0.727 | 0.829 | 0.550 |
| TM4 | 0.734 | | | |
| WN1 | 0.913 | | | |
| WN2 | 0.787 | | | |
| WN3 | 0.731 | 0.771 | 0.851 | 0.594 |
| WN4 | 0.621 | | | |
| LS3 | 0.874 | | | |
| LS4 | 0.909 | 0.744 | 0.886 | 0.795 |
| TR1 | 0.840 | | | |
| TR2 | 0.760 | 0.811 | 0.875 | 0.637 |
| TR3 | 0.805 | | | |

| | |
|-----|-------|
| TR4 | 0.784 |
|-----|-------|

Source: Results of SmartPLS 4 data processing by researchers (2025)

Discriminative validity (HTMT). The HTMT ratio results are presented in Table 4. Almost all HTMT values < 0.90, indicating adequate discriminant validity. However, there are two pairs of constructs that show a high correlation and are close to the critical threshold, namely SYSQ–SERQ (0.908) and TM–WN (0.968). This condition indicates a possible conceptual overlap between system quality and service quality, as well as between talent mismatch and the fulfillment of labor needs.

Table 4. Discriminant Validity Value (HTMT)

| | INFQ | LS | SERQ | SYSQ | TM | TR | UNFM | WN |
|------|-------|-------|-------|-------|-------|-------|-------|----|
| INFQ | | | | | | | | |
| LS | 0.264 | | | | | | | |
| SERQ | 0.480 | 0.413 | | | | | | |
| SYSQ | 0.417 | 0.585 | 0.908 | | | | | |
| TM | 0.737 | 0.321 | 0.652 | 0.545 | | | | |
| TR | 0.327 | 0.640 | 0.555 | 0.677 | 0.579 | | | |
| UNFM | 0.376 | 0.321 | 0.343 | 0.217 | 0.301 | 0.196 | | |
| WN | 0.580 | 0.345 | 0.377 | 0.419 | 0.968 | 0.487 | 0.295 | |

Source: Results of SmartPLS 4 data processing by researchers (2025)

Evaluation of Inner Model (*Structural Model*)

The internal evaluation of the model was carried out to test the relationship between the **construct** and the predictive power of the model.

Path coefficients and significance. Hypothesis testing was carried out through *a* bootstrapping technique of 5,000 sub-samples using SmartPLS 4. The results are presented in Table 5.

Table 5. Original Sample Values, Sample Mean, Standard Deviation, T Statistics, and P Values

| | Original sample (O) | Sample mean (M) | Standard deviation (STDEV) | T statistics ((O/STDEV)) | P values |
|--|---------------------|-----------------|----------------------------|--------------------------|----------|
| Information Issues → Discontinuance of Diploy | 0.248 | 0.255 | 0.160 | 1.554 | 0.120 |
| Lack of Socialization → Discontinuance of Diploy | 0.076 | 0.072 | 0.209 | 0.366 | 0.715 |
| Poor Service Quality → Discontinuance of Diploy | -0.048 | 0.016 | 0.196 | 0.244 | 0.807 |
| Poor System Quality → Discontinuance of Diploy | 0.403 | 0.366 | 0.166 | 2.422 | 0.015 |
| Talent Mismatch → | 0.200 | 0.168 | 0.223 | 0.894 | 0.371 |

| Discontinuance of Diploy | | | | | |
|---|-------|-------|-------|-------|-------|
| Trust → Discontinuance of Diploy | 0.084 | 0.066 | 0.185 | 0.455 | 0.649 |
| Unfamiliarity → Discontinuance of Diploy | 0.229 | 0.213 | 0.173 | 1.320 | 0.187 |
| Workforce Needs → Discontinuance of Diploy | 0.030 | 0.059 | 0.188 | 0.157 | 0.875 |

Source: Results of SmartPLS 4 data processing by researchers (2025)

Of the eight hypotheses tested, only H1 (*Poor System Quality* → Discontinuance) showed a significant influence on the decision to discontinue *the use of Diploy* with a value of $p = 0.015 (< 0.05)$. Meanwhile, the other seven hypotheses were not statistically significant, although some of them still showed a positive direction of influence as initially assumed.

R-Square value (R^2). The R^2 value for the Discontinuance construct was recorded as 0.272, which indicates that the model can explain about 27.2% of the variance in the decision to discontinue use of the Diploy platform. Although it is classified as moderate, this value is considered adequate for exploratory studies using the PLS-SEM approach, especially in the context of early model development and theoretical testing in the field of information systems.

The results of structural testing showed that of the eight constructs tested, only Poor System Quality had a significant effect on discontinuance ($\beta = 0.403$; $p = 0.015$), while the model as a whole explained 27.2% of the discontinuance decision variance. These findings confirm that technical reliability is the most critical determinant in maintaining the use of digital talent pool platforms.

The dominance of system quality factors can be understood from the characteristics of the recruitment process, which is time-sensitive. When the system crashes or the user is unable to export resumes and access candidate databases—as reflected in the [JS1] and [ME1] citations—the outage immediately hampers the user's core tasks. This pattern is consistent with Expectation-Confirmation Theory (Bhattacharjee, 2001), which states that repeated technical failures violate initial expectations, resulting in dissatisfaction and ultimately driving termination intentions. These findings are also in line with studies by Koghut and Al-Tabbaa (2021) and Tang and Chen (2020), who found that the quality of systems and services is a major driver of discontinuance in the context of mobile payments and brand fan pages.

The insignificance of the other seven constructs needs to be interpreted carefully. First, the relatively small sample size (47 respondents) limits the statistical power to detect weaker effects. Second, heterogeneous user experiences lead to high perceptual variations in constructs such as information issues, talent mismatch, and trust. Third, the HTMT results indicate a high conceptual overlap between SYSQ–SERQ (0.908) and TM–WN (0.968); it is likely that respondents do not make a firm distinction between system quality and service quality, as well as between talent incompatibility and meeting labor needs, so that the variance tends to be absorbed by the system quality construct whose impact is most directly felt.

Compared to the reference study by Nurwardani et al. (2024), which found a number of experiential and external factors influencing discontinuance in the context of EduTech startups, this study found only one significant factor. This difference suggests that the determinants of discontinuance are contextual: the characteristics of government platforms with different levels

of renewal and support, the type of users in the form of employer partners, and the stage of platform maturity that is close to abandonment likely shift the weight of the most decisive factors. Implicitly, the discontinuance model for the talent pool system cannot be generalized directly between contexts without adjustments.

From a practical standpoint, Diploy managers are advised to prioritize technical stabilization—improved uptime, improved database access and export features, and accelerated candidate search—as the most impactful improvement steps. Although not statistically significant, qualitative evidence shows that information quality, service quality, and trust issues remain strong in user complaints, so improving the quality of candidate information, providing more responsive support services, conducting data verification to build trust, and enhancing socialization and onboarding remain part of the ongoing improvement agenda.

CONCLUSION

This research analyzes the factors that influence the decision to discontinue the use of *the Diploy* platform by partner companies through two dimensions, namely experience factors and external factors, by testing eight constructs using *PLS-SEM*. The results showed that poor system quality was the only factor that had a significant effect on discontinuation of use, while the other seven factors were not statistically significant although most indicated a positive direction of influence. Thus, the stability and performance of the system are the main priorities that must be maintained to maintain the sustainability of the use of the platform, followed by long-term efforts to improve the quality of information, support services, credibility, and the relevance of talent to industry needs.

This study has limitations, especially the relatively small number of respondents (47 valid data), so the statistical strength and generalization of the findings are limited. Further research is suggested to involve a larger and more representative sample count, add mediating variables such as user satisfaction or technology expectations, and apply a mixed-method approach, qualitative interviews, and longitudinal studies to explore the reasons behind discontinuation in more depth.

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