

Appendix

Construct	Code	Measurement Item	Source (APA style)
Perceived Ease of Use (PEOU)	PEOU1	Learning to operate HR chatbots is easy for me	
	PEOU2	Interacting with HR chatbots is clear and understandable	
	PEOU3	I find HR chatbots easy to use	
	PEOU4	It is easy for me to become skillful at using HR chatbots	
	PEOU5	Using HR chatbots requires little effort	
Perceived Usefulness (PU)	PU1	Using HR chatbots improves my job performance	Davis, 1989
	PU2	HR chatbots increase my productivity in HR-related tasks	
	PU3	HR chatbots enhance my effectiveness in completing HR activities	
	PU4	HR chatbots are useful in managing HR-related queries	
	PU5	Overall, HR chatbots are beneficial for my work	
Attitude Towards Usage (ATU)	ATU1	Using HR chatbots is a good idea	Ajzen, 1991
	ATU2	I have a positive attitude toward using HR chatbots	
	ATU3	Using HR chatbots is pleasant	
	ATU4	I like the idea of using HR chatbots in HR functions	
Behavioral Intention (BI)	BI1	I intend to use HR chatbots frequently in the future	
	BI2	I will recommend HR chatbots to others	
	BI3	I plan to continue using HR chatbots regularly	
Actual Usage (AU)	AU1	I use HR chatbots regularly for HR-related tasks	Venkatesh et al., 2003
	AU2	I rely on HR chatbots for resolving HR queries	
	AU3	HR chatbots are part of my routine work activities	
Technology Enthusiasm (TE)	TE1	I am enthusiastic about using new technologies	Berner et al., 2023
	TE2	I enjoy experimenting with innovative digital tools	
	TE3	I feel excited to use AI-based applications like chatbots	

	TE4	I actively seek opportunities to use new technologies	
Environmental Concern (EC)	EC1	I prefer technologies that reduce environmental impact	
	EC2	Using digital tools like chatbots supports sustainability	Yoon, 2018
	EC3	I am concerned about environmental issues in organizational practices	

References

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