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Determinants of ERP Adoption in the Food and Beverage Industry: Evidence from UTAUT2

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General Background: Enterprise Resource Planning (ERP) systems provide solutions by integrating various business functions through automated processes. **Specific Background:** Empirical research on ERP adoption among Indonesian SMEs is still limited, especially regarding usage intentions and actual usage behaviour, posing practical challenges for SMEs. **Knowledge Gap:** This study addresses gaps in previous findings that were limited in terms of sample size, industry type, data collection techniques, and ERP components tested by MSMEs, using the UTAUT2 perspective. **Objective:** This study analyses the determinants of ERP usage intentions and the moderating role of ICT experience in food and beverage SMEs. **Method:** Primary data were collected through questionnaires distributed to owners, directors, and managers of food and beverage SMEs in five provinces in Indonesia and analysed using Partial Least Squares–Structural Equation Modelling (PLS-SEM). The final sample size was 133 respondents. **Results:** The results indicate that the intention to use ERP is significantly influenced by performance expectations, effort expectations, supportive conditions, habit, and information quality, while ERP usage behaviour is influenced by habit and intention to use. **Novelty:** This study expands on UTAUT2–ERP research by integrating information quality into the model and analysing ICT experience as a moderator for ERP usage intention and actual usage behaviour in food and beverage SMEs. **Implications:** These findings provide guidance for SMEs to adopt ERP and provide insights for service providers to develop more user-oriented systems and services.

Keywords: ERP, Intention to Use, SMEs, Use Behaviour, UTAUT2

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INTRODUCTION

Small and medium-sized enterprises (SMEs) are a very important sector in the economic cycle (Harun *et al*., 2025; Kanaan-Jebna *et al*., 2022). SMEs drive economic activity and are a major source of income for most people in improving their welfare (Indira *et al*., 2023). SMEs are considered the economic engine of many countries, driving job creation, reducing poverty, and contributing significantly to national wealth (Malesu & Syrovátka, 2025). Indonesia is one of the countries with a large number of SMEs. According to data from the Ministry of Cooperatives and MSMEs (2024), the number of MSMEs exceeds 60 million. However, many MSMEs have not yet entered the era of digitalisation. One factor that needs to be considered is the intention to use technology and the behaviour of its use. The intention to use technology represents the readiness and willingness of MSMEs to adopt digital technology (Teo, 2011; Tseng, 2025), while usage behaviour reflects the realisation of that intention through the actual and sustainable use of technology in business activities (Lorente-Martínez *et al*., 2020). The low level of digitalisation among MSMEs indicates that the intention to use technology has not been fully formed or has not been transformed into actual usage behaviour (Kumar *et al*., 2025). Therefore, analysing the intention to use and usage behaviour is crucial to understanding the gap between the potential for technology adoption and effective digital implementation in MSMEs. Currently, one of the technologies widely used by companies is enterprise resource planning (ERP).

Enterprise Resource Planning (ERP) has been around for more than 30 years and is widely used in various industries (Katuu, 2020). ERP service providers are also continuing to grow. ERP is useful for finding out price information and price sensitivity through the movement of figures from one department to another (Hustad & Stensholt, 2023; Jaradat *et al*., 2025). This pricing information is crucial for businesses, as it provides insight into the factors that drive revenue, costs, and expected profits (Svensson & Thoss, 2021). The general benefits of ERP include coping with competitive environments and improving management efficiency (Jo & Bang, 2023). This study also found that top management supports ERP usage behaviour. ERP accelerates the conventional accounting cycle in its process, which is an advancement in the use of accounting-based ERP technology. This also improves individual performance at the operational, middle, and top management levels, as mentioned by (Kositanurit *et al*., 2006), mediated by task-technology fit.

ERP providers for SMEs have grown rapidly in the last five years. Examples of ERP products for SMEs used by respondents include: ismesoft, accurate, Jurnal.id, Zahir, Mocca, GTerp, Maserp, ESB, Odoo, and others. Research on ERP in SMEs is still limited, as mentioned in (Uddin *et al*., 2019), with only 7 per cent of SMEs in developing countries in Asia using ERP. Therefore, this study aims to explore the predictors of ERP use, which in this case requires a technology acceptance model. The cumulative growth of food and beverage providers has increased. Data from (Central Statistics Agency, 2023) based on the GDP classification of food and beverage providers after the pandemic ended, in 2021 increased by 3.52% and in 2022 increased by 8.23%. Food and beverage MSMEs also face various challenges in using integrated systems, such as comparing the value of the system with the annual ERP rental price. In practice, food and beverage MSMEs face challenges in adopting ERP related to cost considerations, perceived value, and limited experience with integrated systems, which hinder the transformation of the intention to use into actual ERP usage behaviour.

Several research models used to examine ERP include the information success model studied by (Akrong *et al*., 2022; Jo & Bang, 2023). In addition, there are ERP studies that use the UTAUT framework, as studied by (Andwika & Witjaksono, 2020; Uddin *et al*., 2019). In this ERP study for MSMEs that provide food and beverages, a modification of the Unified Theory of Acceptance and Use of Technology (UTAUT), abbreviated as UTAUT2 in this study, was used by (Venkatesh *et al*., 2012). UTAUT2 is an extension of UTAUT. There are several considerations in choosing the basic framework using UTAUT2. First, UTAUT2 eliminates the construct of voluntary system use, so that systems used voluntarily by individuals can be applied to systems that are used mandatorily. This is in line with this study because the use of systems in organisations is usually a command or obligation.

Second, UTAUT2 provides a comprehensive framework for understanding system usage behaviour because it incorporates consumer-perceived value in the form of a price-value construct, helping consumers consider price value when deciding to use the system (Lee *et al*., 2024). This is in line with this study, as the income scale of MSMEs requires consideration of the price value arising from the use of ERP. Cost-benefit analysis is an important issue that needs to be addressed. Third, the advantage of the UTAUT2 model is that it assesses utilitarian motivation in technology use, allowing users to use the system because they obtain tangible benefits. Fourth, there are differences in the results using the TOE framework, the IS Success model, and TAM. Research by (Jo & Bang, 2023) states that experience in using information and communication technology and the infrastructure provided does not influence ERP usage. Therefore, to address this gap, the researchers used another framework, namely UTAUT2, because this study includes the moderator variable of experience, and in UTAUT2 there is a facilitating condition variable to test the intention to use.

Although many studies have examined ERP adoption using theoretical frameworks such as TAM, TOE, and the IS Success Model, empirical studies applying the UTAUT2 framework to ERP adoption among food and beverage SMEs are still rare. Previous studies have mostly focused on the manufacturing or service sectors in developed countries (Uddin *et al*., 2019; Jo & Bang, 2023; Hustad & Stensholt, 2023). However, existing evidence on how UTAUT2 constructs—such as performance expectancy, effort expectancy, and habit formation—influence ERP adoption intentions and usage behaviour in food and beverage SMEs, especially in developing markets such as Indonesia, is still limited. Therefore, this study fills an important gap by extending the UTAUT2 model to this under-explored context, integrating information quality and ICT experience as key constructs to explain ERP adoption behaviour.

This study explains the importance of using ERP technology to automate tasks in the food and beverage SME business chain. This study also provides an overview of ERP use in the SME sector in Indonesia from the UTAUT2 perspective, thus providing comprehensive information that is rarely researched in Indonesia. This study also tests the components of ERP technology using the UTAUT2 framework.

In addition, ERP research on SMEs that provide food and beverages is important for understanding ERP usage behaviour, so that it can help SMEs that provide food and beverages to automate daily routine tasks. This study aims to capture the current phenomena and conditions in Indonesia regarding responses to technological developments, so researchers will collect data and conduct analyses to draw conclusions about factors that are useful in ERP usage behaviour. In addition to understanding ERP usage behaviour in SMEs, this study presents new insights. First, it evaluates and adds new evidence regarding the benefits of ERP usage behaviour. Second, it uses a new theoretical framework, namely UTAUT2, to understand ERP usage behaviour in Indonesia. Third, it provides an empirical response to the focus on the ERP user sector in food and beverage SMEs and experience as a moderating variable. Fourth, it responds to methodological gaps, namely limited sample size and the use of PLS-SEM in ERP research methodology in Indonesia, by using survey techniques and a large sample.

From this background, the researchers formulated two research questions, namely: RQ1. What factors influence the intention to use ERP in SMEs that provide food and beverages? RQ2. What factors influence the intention to use ERP in SMEs that provide food and beverages?

This study expands existing knowledge by exploring how the UTAUT2 construct operates in SMEs with limited resources that face unique technological and financial constraints. Methodologically, this study overcomes previous limitations, including small sample size, data representativeness limitations, and the absence of moderating factors, by using a larger, multi-province sample and integrating ICT experience as a moderator along with information quality as an additional construct. This expansion distinguishes this study from previous UTAUT2-based ERP studies and provides a more comprehensive understanding of ERP usage intentions and behaviour in the SME environment.

This study is expected to produce empirical evidence on the factors that influence ERP usage intentions and behaviour in food and beverage SMEs using the UTAUT2 perspective. Academically, the findings of this study are expected to enrich the development of UTAUT2 theory through the integration of information quality and ICT experience variables, which are rarely studied in the context of ERP adoption. Practically, this study provides strategic insights for SME owners and ERP providers in designing user-oriented systems, improving training, and formulating policies to encourage the acceptance and sustainable use of ERP in the SME sector.

The empirical findings of this study indicate that among Indonesian food and beverage SMEs, performance expectations, effort expectations, enabling conditions, habit, and information quality significantly influence the intention to use ERP systems, while habit and behavioural intention are the main drivers of actual ERP usage behaviour. On the other hand, social influence and price value do not show a significant effect, indicating that ERP adoption decisions in SMEs are more strongly influenced by internal efficiency factors and user familiarity than by external social considerations or costs. These results confirm the reliability of the UTAUT2 model in explaining technology adoption behaviour while highlighting the critical moderating role of ICT experience. These findings strengthen the understanding of how ERP systems can be effectively implemented in resource-constrained environments such as SMEs and offer a practical framework for improving user acceptance and technology sustainability.

The implications of this study are both theoretical and practical. The theoretical implications provide a new literature study on ERP usage behaviour for SMEs engaged in the food and beverage sector, while also providing uniqueness to research in Indonesia. The uniqueness of this study is, first, evaluating and adding new evidence on ERP usage behaviour. Second, it uses a new theoretical framework that has never been used to evaluate ERP usage behaviour using the UTAUT2 framework, thereby confirming the theory. Third, this study addresses population gaps by selecting respondents from the food and beverage service industry classification. Fourth, this study addresses gaps in ERP research methodology by using survey techniques and a large sample size.

The practical implications of this study provide input to ERP integration system vendors to create systems that meet user needs. In addition, this study improves customer service performance in handling integrated system constraints. The practical implications for MSMEs that provide food and beverage services are that 61% of respondents have used more than three ERP modules, providing information that unused modules can be beneficial to the organisation and improve performance. ERP simplifies routine tasks such as ordering goods, logistics, inventory, daily sales, customer data management, accounting and reporting, human resource allocation, and other functions such as budgeting and taxation. Minimal errors usually occur due to human error, such as data input errors or outdated company software data (e.g., menu data changes that are not updated in the system).

Hypothesis Development

Performance expectations are expected to help individuals complete their tasks. Performance expectations have a positive influence on the adoption of digital wallets in Jordan (Kilani *et al*., 2023). Other studies using performance expectations found no effect when mediated by other variables such as perceived risk and trust, as mentioned by Namahoot & Jantasri (2023). The features found in ERP systems are expected to help organisations complete tasks that require automation. Therefore, the researchers hypothesise as follows:

H1: Performance expectations have a positive effect on the intention to use ERP

Effort expectations are a variable; when individuals use

technology, they expect ease of use. A study (Martinez & McAndrews, 2023) analysed the use of mobile payments in the United States, using two test periods: during and after COVID-19. This study also distinguished three age categories based on generational cohort theory, producing varying results regarding effort expectations using the UTAUT2 perspective. Business expectations positively influenced the three age groups (Gen X, Gen Y, and millennials) during the pandemic. The second test after the pandemic ended found that only Gen Y and millennials supported business expectations. Every ERP system and its features are designed to be user-friendly and easy to unot found an effect on usage intention, arguing that technology selection is based on voluntary choice, as in the study (Schmitz *et al*., 2022) on the use of virtual doctor appointments/telemedicine. Research on social influence has no effect on students' basketball learning using metaverse technology (Yang *et al*., 2022). When deciding on the use of systems in commercial organisations, the role of owners and stakeholders is usually based on observations of the competitive business environment. Therefore, the authors formulate the following research hypothesis: derstand. Therefore, the authors formulated the following research hypothesis:

H2: Business expectations have a positive effect on the intention to use ERP

Social influence affects a person's tendency to use technology because it can be influenced by the people around them. Social influence has a positive impact on the use of artificial intelligence applications (Cabrera-Sánchez *et al*., 2021). However, other studies have n

H3: Social influence has a positive effect on the intention to use ERP

Supporting conditions refer to the availability of resources to support individuals in using technology, such as infrastructure, technical skills, and individual abilities and knowledge. Supporting conditions support behavioural intentions in learning using augmented reality (Faqih & Jaradat, 2021). Supporting conditions also support behavioural intentions to use mobile commerce (Shaw & Sergueeva, 2019). Therefore, the authors formulate the following research hypothesis:

H4a: Supporting conditions have a positive influence on the intention to use ERP

Supporting conditions can contribute to/have a positive or negative effect on actual use and technology adoption. Supporting conditions do not influence basketball learning using metaverse technology (Yang *et al*., 2022), due to the expensive equipment and its limited availability. However, supporting conditions influence digital payment systems according to (Farooq *et al*., 2017). The availability of ERP systems, software, hardware, and the internet in organisations is expected to encourage ERP usage behaviour. The use of such systems in organisations is usually mandatory, so companies are expected to have provided these facilities and infrastructure. Therefore, the authors hypothesise as follows:

H4b: Enabling conditions have a positive effect on ERP usage behaviour

Resource costs are the value of technology investment for users. This is compared to the perceived benefits. Price value has a positive impact on mobile commerce usage research using the UTAUT2 perspective according to Shaw & Sergueeva (2019). Price sensitivity also has a positive impact on the use of autonomous delivery vehicles, namely unmanned goods delivery and logistics technology in Germany (Kapser & Abdelrahman, 2020). When organisations invest in ERP technology, stakeholders will also consider cost-benefit analysis. This can be considered by leasing an ERP platform rather than building an ERP system internally, as it is more affordable for SMEs. Therefore, the authors propose the following hypothesis:

H5: Price value has a positive impact on the intention to use ERP.

Technology habits are formed through a long learning process, and experience also shapes habits. Research on the use of mobile payments in the United States during and after the COVID-19 pandemic found a positive impact on behavioural intention to use, as people were reluctant to touch paper money during the pandemic, and this habit persisted even after the pandemic ended (Martinez & McAndrews, 2023). However, habits did not significantly influence the intention to use virtual doctor appointments/telemedicine, according to Schmitz *et al*., (2022). Therefore, the authors developed the following habit hypothesis:

H6a: Habit has a positive effect on the intention to use ERP.

Habit is a construct added to the UTAUT2 model (Venkatesh *et al*., 2012). Habit represents daily routines related to system use and is a learning process. Therefore, the authors hypothesise as follows:

H6b: Habit has a positive influence on ERPP usage behaviour.

The authors included the moderator variable of experience in this study, as in (Venkatesh *et al*., 2012), to determine whether experience influences a person's decision-making in technology adoption. This variable differs from the habit variable, because habits are formed from a learning process, while experience is formed from. According to (Venkatesh *et al*., 2012), a person's level of understanding of technology can be measured based on a time span, for example; 6 months. People who have more experience in technology and communication, as well as an understanding of information and communication technology knowledge, are believed to find it easier to use ERP. Therefore, the author included the following moderating variable:

H7a: Experience will moderate the relationship between facilitating conditions and the intention to use ERP.

Price value is the nominal amount spent to use the technology. Research (Kim *et al*., 2012) shows that price perception affects the perceived value in online shopping due to transaction experience. Experience in using information and

communication technology allows people to compare prices between ERP providers due to the availability of information.

H7b: Experience will moderate the relationship between price value and intention to use ERP.

The habit of using other technologies in daily life, such as the internet, mobile commerce, social media, Microsoft Office, email, and social commerce, is expected to support the intention to use ERP due to familiarity with these technologies. This is similar to the study (Venkatesh *et al*., 2012), which examined mobile internet users.

H7c: Experience will moderate the relationship between habits and intention to use ERP.

The moderator variable, experience, is used to test the relationship between behavioural intention to use ERP and ERP usage behaviour. The moderator variable, experience with ERP, was also obtained from a study (Akrong *et al*., 2022), which measured years of experience with information and communication technology (ICT). In that study, experience with information and communication technology was categorised into two categories: 6 to 10 years and more than 10 years.

H7d: Experience will moderate the relationship between the intention to use ERP and ERP usage behaviour.

Information quality is used in this research model. This finding is supported by (Kositanurit *et al*., 2006), who found a significant relationship between information quality and ERP user performance. The relationship between information quality and ERP user intention was also obtained from a study (Akrong *et al*., 2022), which used an information system success model stating that information quality influences ERP usage behaviour, but information quality does not have a positive effect on user satisfaction. It is expected that good information quality produced by ERP will encourage ERP usage, as information quality is related to accurate, timely, and useful reports. Therefore, the authors propose the following hypothesis:

H8: Information quality has a positive effect on the intention to use ERP.

Usage behaviour is the behaviour of how often users use the technology. In a study by (Farooq *et al*., 2017) on lecture capture systems, the results showed that the intention to use lecture capture systems has a positive effect on the behaviour of using lecture capture systems with a significance level of *p<0.01. Therefore, this study aims to find the relationship between the intention to use ERP and the behaviour of using ERP. The final research hypothesis is as follows:

H9: The intention to use ERP has a positive effect on ERP usage behaviour.

Based on the hypothesis explanation, in Figure 1, we propose a research model

[Figure 1 about here.]

METHODS

The data collection technique used was a self-administered survey. According to Bourque & Fielder (2011) and Hartono (2011), a self-administered survey is a research method that collects primary data in the form of questions to respondents. Self-administered surveys can take the form of postal surveys, computer-delivered surveys, and intercept studies. This study used a cross-sectional quantitative survey that collected data at a single point in time and was not repeated or longitudinal. The researchers created a questionnaire using Google Forms, distributed it via WhatsApp, and collected data directly in the field. This study used instruments modified from previous studies. Data analysis was performed using Partial Least Squares–Structural Equation Modelling (PLS-SEM) with WarpPLS. This study utilised the Partial Least Squares–Structural Equation Modelling (PLS-SEM) method because this method is used to analyse complex models with many constructs and relationships between variables, especially when the research objective is to predict the main variables, not merely to confirm existing theories (Hair *et al*., 2022). PLS-SEM is used for exploratory research with small to medium sample sizes and non-normal data distribution, such as in the SME context. In addition, PLS-SEM allows simultaneous testing of measurement models and structural models to produce stronger estimates of reliability, validity, and path relationships.

Responses on the research instrument used a Likert scale ranging from 1 (strongly disagree) to 6 (strongly agree). The variables of performance expectations, effort expectations, social influence, supportive conditions, price value, habits, behavioural intentions towards ERP, and usage behaviour were adopted from (Venkatesh *et al*., 2012), while the information quality instrument was adopted from DeLone & McLean (2003). This study used a pilot study with 36 SME ERP users and produced good validity and reliability test results. The convergent validity test results for each construct had factor loadings above the guideline threshold of 0.7, and the reliability test results had Cronbach's alpha between 0.802 and 0.970. Based on the pilot study results, no questionnaire indicators were reduced. The researchers distributed the questionnaire directly and indirectly. Directly by visiting SME business locations, and indirectly through WhatsApp communication. The researchers did not distribute it through social media because of the very specific type of respondents, as well as by providing initial questions to ensure suitability with the criteria sought. Here we present the research instruments in Table 1.

[Table 1 about here.]

The population of this study was food and beverage providers. The researchers emphasised that there was a difference between the unit of analysis and the unit of observation. The unit of analysis was the organisation that was the object of the study, while the unit of observation referred to the respondents, namely the owners/directors and managers. In this study, convenience sampling was used to obtain units that met the researchers' criteria and were easily accessible. The sampling area is Java Island. This is based on a digital literacy index survey conducted by the Ministry of Communication and Information Technology (2023) in 2021 and 2022, in which

five of the six provinces on Java Island (Yogyakarta, Central Java, West Java, DKI Jakarta, and East Java, except for Banten Province) were consecutively ranked among the top 15 provinces with digital literacy index scores above the national average of 3.54.

The sample was obtained with the help of other parties. The researchers sought assistants to collect data and paid individuals to recruit respondents (owners/directors and managers). The data collected through Google Forms was analysed manually, and samples that met the criteria were reviewed. The sample criteria included having an annual turnover between IDR 2,000,000,000 and IDR 15,000,000,000 for small businesses and between IDR 15,000,000,000 and IDR 50,000,000,000 for medium-sized businesses (MSME sales criteria refer to PP No. 7 of 2021, Article 35, Paragraph 5). In addition, the business must be a food and beverage provider and use the integration of three business process modules from various types of business processes.

These businesses are located in the provinces of Yogyakarta, DKI Jakarta, Central Java, West Java, and East Java. The sample size was based on Hair *et al*., (2019), with a minimum of 10 times the number of arrows pointing to the latent construct, resulting in a minimum of 100 samples. Of the total 146 respondents, only 133 met the researcher's criteria.

RESULTS AND DISCUSSION

The total number of respondents who completed the questionnaire was 146, but 13 respondents did not meet the criteria, so they were filtered out, leaving a total of 133 respondents. A summary of the respondent profiles in the food and beverage MSME sector is presented in Table 2:

[Table 2 about here.]

Based on the respondent data in Table 2, the age of businesses using ERP is more than 5 years, with a percentage of 62%. The dominant type of business that filled out the questionnaire was small businesses. The highest distribution of respondents was in Yogyakarta at 53%, followed by Central Java Province at 21%, East Java Province at 17%, DKI Jakarta Province at 7%, and West Java Province at 2%. The position of the people who filled out the data was dominated by 92% managers and the remaining 8% were company owners. Most of the integrated modules were 3 and above 5, with almost the same percentage, namely 39% each. The most widely used ERP brand on the MSME scale was ESB at 18%, followed by SAP and Ismesoft in second place, each at 13%. This study also explored the profile of accounting module usage, where 91% of respondents used accounting modules in integrated systems. The final demographic profile of respondents was measured based on their length of experience using information and communication technology, with 91% having more than 10 years of experience.

[Table 3 about here.]

Table 3 presents descriptive statistics. Based on descriptive statistics, it can be seen that: (1) The performance expectation variable has a minimum value of 12 and a maximum of 24, with an average value of 21.95 and a standard deviation of 2.189. (2) The effort expectation variable has a minimum value of 4 and a maximum value of 24, with an average value of 20.76 and a standard deviation of 2.635. (3) The social influence variable has a minimum value of 3 and a maximum value of 18, with an average value of 15.21 and a standard deviation of 2.339. (4) The supporting conditions variable has a minimum value of 9 and a maximum value of 24, with an average value of 20.83 and a standard deviation of 2.502. (5) The price value variable has a minimum value of 8 and a maximum value of 18, with an average value of 15.04 and a standard deviation of 2.076. (6) The habit variable has a minimum value of 6 and a maximum value of 18, with an average value of 15.09 and a standard deviation of 2.148. (7) The information quality variable has a minimum value of 15 and a maximum value of 30, with an average value of 26.14 and a standard deviation of 2.972. (8) The intention to use variable has a minimum value of 7 and a maximum value of 18, with an average value of 15.72 and a standard deviation of 1.940. (9) The ERP usage behaviour variable has a minimum value of 4 and a maximum value of 18, with an average value of 15.14 and a standard deviation of 2.699. (10) The experience variable has a minimum value of 1 and a maximum value of 2, with an average value of 1.66 and a standard deviation of 0.475.

Measurement model results

In addition, this study produced convergent validity testing, discriminant validity testing, structural model testing (internal model), and external model testing.

[Table 4 about here.]

For all values listed in Table 4, the coefficient values are above the general criteria/guidelines, so it can be ascertained that the indicators listed in the questionnaire have excellent consistency and are reliable.

[Table 5 about here.]

Table 5 shows the model suitability results. Based on the model suitability test results and the WarpPLS quality index, it can be concluded that the research model has a very good level of feasibility. All key indicators—ranging from the significance of structural relationships (APC), model explanatory power (ARS and AARS), absence of multicollinearity (AVIF and AFVIF), to model integrative power (GoF)—meet or even exceed the recommended criteria (Sholihin & Ratmono, 2021). Furthermore, there were no indications of structural bias, statistical paradoxes, or causality deviations. Therefore, the structural model is declared valid, stable, and suitable for use as a basis for testing hypotheses and drawing research conclusions.

Structural model results

[Table 6 about here.]

Table 6 displays the determination coefficient (R2). The R-

Squared for the intention to use ERP of 0.95 strongly explains the variation in changes in the intention to use ERP variable, which can be explained by the variables of information quality, performance expectations, effort expectations, social influence, facilitating conditions, price value, and habits, so that other variables outside the research model can explain the rest. R-Squared for ERP usage behaviour has a coefficient value of 0.57, which moderately explains the variation in changes in ERP usage behaviour, which can be explained by the mediating variable of ERP usage intention by 57 per cent, and other variables outside this research model explain 43 per cent.

[Table 7 about here.]

[Figure 2 about here.]

Table 7 shows the hypothesis testing, and Figure 2 shows the model results. As seen in Table 7 and Figure 2, of the 14 hypotheses, eight were supported and six were not supported. Performance expectations (EK) and effort expectations (EU) have a significant positive effect on usage intention (NPE). On the other hand, social influence (PS), perceived value (NH), and perceived impact of ICT (PICT) do not significantly affect usage intention or usage behaviour. Supporting conditions (KP) significantly affect usage intention but do not directly affect usage behaviour (PPE). Habit (K) shows a strong and significant positive effect on usage intention and usage behaviour. Information quality (IQ) also has a significant positive effect on usage intention. Furthermore, usage intention significantly influences usage behaviour, confirming its role as a mediator in technology adoption.

Discussion

The β coefficient for the performance expectation variable is 0.16 (P = 0.03), indicating that H1 is supported. The performance expectation variable in ERP use was found to influence the intention to use ERP, as integrated systems are likely to help organisations complete routine and large-volume tasks. This supported hypothesis is consistent with research on performance expectations on intention to use by (Uddin *et al.*, 2019), which states that performance expectations influence the intention to use ERP in Small and Medium Enterprises (SMEs) in Bangladesh. Furthermore, users are more likely to intend to use ERP when they see tangible benefits in efficiency, accuracy, and productivity. This results in a similar pattern that the higher the performance expectation, the higher the intention to use the system.

The β coefficient value for the effort expectation variable is 0.16 with a P value of 0.03; therefore, it can be concluded that H2 is significantly supported. The effort expectation variable measures the ease of use of ERP technology. These findings are in line with research (Abdellah *et al.*, 2016; Ong *et al.*, 2023), which suggests that effort expectations have a positive impact on the adoption of digital payment technology. This indicates that simple and user-friendly platforms are recommended to motivate them to adopt digital technology.

Hypothesis H3 is not supported. There are potential reasons why the social influence hypothesis is not supported. This is because the use of ERP technology in organisations is mandatory or mandated by the organisation to achieve company goals. The social influence variable does not affect the intention to use, as in the study (Schmitz *et al.*, 2022), in the use of virtual doctor appointment/telemedicine applications because individual applications are based on personal preferences. In the use of mandatory/compulsory technology (Venkatesh *et al.*, 2003), it is stated that social influence only affects the initial stage of technology use. The longer the technology is used, the less significant social influence becomes because technology use is related to rewards and punishments for users in the workplace.

Hypothesis H4a is significantly supported. The construct of facilitating conditions is able to provide a positive relationship with usage intention, as in the study (Kapser & Abdelrahman, 2020) on the use of unmanned delivery technology. However, H4b is not supported with a p-value of 0.18. Therefore, facilitating conditions do not influence usage behaviour. Organisational challenges in using ERP platforms leased from vendors include suboptimal support due to distance and time constraints. This is especially true if the company builds its own ERP system or has IT technicians on site. As a result, users, in this case organisations, may experience slower responses from vendors when operational problems arise. Online support services often require personnel changes when handling complaints. Supporting conditions do not affect the intention to use reported in the study by Martinez & McAndrews (2023).

Hypothesis 5 is not supported with a p-value of 0.29. Price does not affect the intention to use ERP by MSMEs. These results are in line with the research by Selvi & Önem (2025), which proves that price does not have a significant effect on the intention to use electric vehicles. These results support the idea that price plays a smaller role in organisational technology adoption, especially when expected performance and habitual use dominate the decision-making process. Another analysis shows that most respondents who completed this questionnaire were managers, with a percentage of 92%. Although they represented their organisations when completing the questionnaire, in terms of risky decision-making related to system selection and purchase, the authority remains in the hands of the company owner or board of directors.

H6a is significantly supported. This habit has a positive influence on the intention to use, as supported by research (Farooq *et al.*, 2017), which highlights the use of the Lecture Recording System (LCS) as a learning medium for teachers and students.

H6b is also supported with a p-value ≤ 0.01. Thus, habit has a positive influence on ERP usage behaviour. This is because in daily routines, the use of ERP has become a habit in organisations. The relationship between habit having a positive influence on usage behaviour is supported by a solid theory applied in testing mobile internet usage by (Venkatesh *et al.*, 2012).

The results of the H7a hypothesis test show that the longer a person has experience with information and communication technology, the greater the positive influence on the relationship between supporting conditions and the intention to use ERP. However, hypotheses H7b, H7c, and H7d are not supported. Research by Jo & Bang (2023) proves that experience in ICT does not always moderate ERP usage behaviour. This is because ERP usage in an organisational environment is often standardised, mandatory, and integrated into formal work processes. When system usage is mandated by organisational policy, individual differences in ICT experience become less influential in shaping actual usage behaviour.

The quality of information to explore ERP software output is whether it can produce informative, complete, easy-to-understand reports, present information accurately, and have minimal errors. This is important because it can be used as a reference for organisations in selecting ERP vendors. H8 is significantly supported. The results of this study are in line with research using another framework (DeLone-McLean IS success) by Akrong *et al*., (2022), which also uses information quality. Therefore, additional independent variables were added to this research model, leading to the construction of ERP usage intention that is widely accepted in the UTAUT2 framework.

The final hypothesis (H9) tests the relationship between the intention to use ERP and ERP usage behaviour. This result produced a p-value of 0.02, which supports the result. Intention is the most significant determinant of behaviour (Selvi & Önem, 2025). Therefore, the intention to use influences ERP usage behaviour.

Individuals with high usage intentions will produce ERP usage behaviour that can reach two to four times or at least once a week. The use of the UTAUT2 framework is a well-established theory. In this study, this is consistent with the theory, which can explain at least 70 per cent of the variance in usage intentions and at least 50 per cent of usage behaviour.

CONCLUSION

Based on the results of the study, it can be concluded that of the fourteen hypotheses, eight had a significant influence and six had no significant influence. Performance Expectations, Effort Expectations, Supportive Conditions, Habits, and Information Quality had a significant influence on the Intention to Use ERP. Meanwhile, Social Influence and Value did not have a significant influence on the Intention to Use ERP. Furthermore, Supporting Conditions, Habits, and Intention to Use have a significant effect on usage behaviour. In addition, experience moderates the relationship between supporting conditions and intention to use ERP. However, experience does not moderate the relationship between price value, habits, and usage behaviour with intention to use ERP.

This study expands the theoretical understanding of ERP adoption behaviour by extending and contextualising the UTAUT2 framework in the context of SMEs in the food and beverage sector. First, these findings sharpen the assumptions of UTAUT2 by showing that in the SME context, internal cognitive and operational factors—such as performance expectations, effort expectations, habit, and information quality—play a more dominant role than external social influence or price value. This challenges the conventional emphasis of UTAUT2 on social and hedonistic motivations, suggesting that in organisations with limited resources, utilitarian and task-oriented motivations are the main drivers of ERP use. Second, by integrating information quality into the UTAUT2 model, this study enriches the theoretical explanation of technology acceptance by emphasising the importance of system-generated information attributes accuracy, completeness, and timeliness in shaping user intentions and behaviour.

Third, this study introduces ICT experience as a moderator construct, empirically proving that user familiarity with digital systems strengthens the relationship between facilitating conditions and behavioural intentions. This modification enhances the explanatory power of UTAUT2 in SME environments by incorporating user capability as a boundary condition.

Finally, by applying UTAUT2 to food and beverage SMEs in Indonesia, this study provides contextual evidence supporting the adaptability and robustness of UTAUT2. This study is not without limitations, some of which are: The distribution of questionnaires and data collection were not evenly and proportionally conducted across the five provinces, but the snowball sampling technique was suitable for finding respondents with specific and rare criteria.

Snowball sampling helped to form a network, as each respondent who had completed the questionnaire could provide information about restaurants/cafés/restaurants that had used ERP integration. ERP in food and beverage SMEs is still a relatively new development, having emerged only in recent years. This study only recorded the number of modules integrated by food and beverage SMEs, but did not compare the similarities or differences in the modules used by each company.

Further research is recommended to be expanded to SMEs outside the food and beverage industry, such as retail, manufacturing, or services, to increase the generalisation of findings. In addition, it is necessary to increase the sample size and distribution more evenly across provinces so that the research results are more representative. Future research could also compare the types of ERP modules used by each company to determine which modules contribute most to performance improvement. Given that ERP adoption among SMEs in the food and beverage sector is still relatively new, a longitudinal study could be conducted to track developments in ERP usage behaviour over time. In addition, other mediating or moderating variables such as digital literacy, organisational readiness, or leadership support could be explored in greater depth. Qualitative research such as interviews or case studies could also complement this study to delve deeper into user experiences and barriers to ERP adoption.

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Conflict of Interest Statement: The authors declare that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.

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Table 1 */ Research Instruments*

Construct	Source	Code	Item
Performance expectancy	(Venkatesh *et al.*, 2012)	EK1	ERP is a useful system for managing a company's business.
		EK2	Using ERP helps organizations complete work better.
		EK3	Using ERP speeds up work completion.
		EK4	Using ERP increases my productivity.
Effort expectancy	(Venkatesh *et al.*, 2012)	EU1	Learning ERP is easy for me.
		EU2	Interaction with ERP is clear and easy to understand.
		EU3	I find ERP easy to use.
		EU4	It is easy for me to become proficient in using ERP.
Social influence	(Venkatesh *et al.*, 2012)	PS1	People who are important to me recommend using ERP.
		PS2	People influence my behavior in using ERP.
		PS3	People who are important to me prefer it when I use ERP.
Facilitating conditions	(Venkatesh *et al.*, 2012)	KP1	I have the resources I need to use ERP.
		KP2	I have the knowledge to use ERP.
		KP3	ERP is compatible with other technologies I use.
		KP4	I can ask others for help when I encounter difficulties using ERP.
Price value	(Venkatesh *et al.*, 2012)	NH1	The ERP pricing is affordable
		NH2	The ERP pricing is commensurate with the services provided.
		NH3	I am willing to pay the price set by the ERP provider.
Habit	(Venkatesh *et al.*, 2012)	K1	Using ERP has become a habit for me.
		K2	I am dependent on using ERP.
		K3	I must use ERP.
Intention to use	(Venkatesh *et al.*, 2012)	NPE1	I intend to use ERP to manage my business in the future.
		NPE2	I will always use ERP in my daily life.
		NPE3	I use ERP frequently.
Use behavior	(Venkatesh *et al.*, 2012)	PPE1	I use ERP at least once a week
		PPE2	I use ERP between 2 to 4 times a week
		PPE3	I use ERP more than 4 times a week
Information quality	(DeLone & McLean, 2003)	KI1	ERP produces comprehensive information.
		KI2	ERP produces information that is easy to understand.
		KI3	ERP presents information accurately.
		KI4	ERP produces accurate information and has minimal errors.
		KI5	ERP presents information concisely and clearly.

***Table 2** / Respondent Characteristics*

Classification	Description	Frequency	%
Business Age	< 5 years	50	38%
	> 5 years	83	62%
Total		**133**	**100%**
Type of Business	Small	116	87%
	Medium	17	13%
Total		**133**	**100%**
Province	Jakarta	9	7%
	Yogyakarta	70	53%
	West Java	3	2%
	East Java	23	17%
	Central Java	28	21%
Total		**133**	**100%**
Position	Owner/Director	10	8%
	Manager	123	92%
Total		**133**	**100%**
Number of Uses Integrated Module	3	52	39%
	4-5	30	23%
	> 5	51	38%
Total		**133**	**100%**
Use the Accounting Module?	Yes	121	91%
	No	12	9%
Total		**133**	**100%**
Brand	SAP	17	13%
	VHP	3	2%
	Accurate Online	12	9%
	Jurnal.id	10	8%
	Ismesoft	17	13%
	ESB	24	18%
	Olsera	2	2%
	Odoo	8	6%
	Paper.id	2	2%
	Raptor	2	2%
	Oracle	2	2%
	Gage Pos	2	2%
	Others	32	24%
Total		**133**	**100%**
ICT Experience	6 – 10 years	42	32%
	> 10 years	91	68%
Total		**133**	**100%**

Table 3 */ Descriptive Statistics*

	N	Min.	Max.	Mean	Std. Dev.
Performance expectancy	133	12	24	21.95	2.189
Effort expectancy	133	4	24	20.76	2.635
Social influence	133	3	18	15.21	2.339
Facilitating conditions	133	9	24	20.83	2.502
Price value	133	8	18	15.04	2.076
Habits	133	6	18	15.09	2.148
Information Quality	133	15	30	26.14	2.972
Intention to Use	133	7	18	15.72	1.940
ERP Use Behavior	133	4	18	15.14	2.699
Experience	133	1	2	1.66	.475
Valid N (listwise)	133				

Table 4 */ Measurement Model Results*

Construct	Item	Factor Loading	Cronbach Alpha	CR	AVE
Information Quality	KI1	0.771	0.871	0.907	0.814
	KI2	0.898			
	KI3	0.805			
	KI4	0.746			
	KI5	0.840			
Performance Expectancy	EK1	0.752	0.815	0.878	0.803
	EK2	0.826			
	EK3	0.826			
	EK4	0.804			
Effort Expectancy	EU1	0.864	0.894	0.927	0.871
	EU2	0.893			
	EU3	0.866			
	EU4	0.862			
Social Influence	PS1	0.740	0.781	0.874	0.836
	PS2	0.853			
	PS3	0.907			
Facilitating Conditions	KP1	0.805	0.785	0.863	0.783
	KP2	0.866			
	KP3	0.808			
	KP4	0.635			
Price Value	NH1	0.732	0.666	0.818	0.775
	NH2	0.827			
	NH3	0.763			
Habit	K1	0.756	0.829	0.899	0.866
	K2	0.916			
	K3	0.916			
Intention to Use	NPE1	0.857	0.813	0.889	0.853
	NPE2	0.874			
	NPE3	0.829			
Use Behaviour	PPE1	0.754	0.738	0.853	0.813
	PPE2	0.912			
	PPE3	0.763			

Table 5 */ Model Suitability*

Model Fit and Quality Value Index	Value	Fit Criteria	Information
Average Path Coefficent (APC)	0.176	P=0.009	Accepted
Average R-Squared (ARS)	0.757	P<0.001	Accepted
Average Adjusted R-Squared (AARS)	0.744	P<0.001	Accepted
Average block VIF (AFIF)	2.053	Acceptable if ≤5, ideal ≤ 3.3	Ideal
Average Full Collienarity VIF (AFVIF)	2.771	Acceptable if ≤ 5, ideal ≤ 3.3	Ideal
Tenenhous GoF (GoF)	0.788	Low ≥ 0.1; Middle ≥ 0.25; High ≥ 0.36	High
Sympson's Paradox Ratio (SPR)	0.938	Acceptable if ≥ 0.7, match = 1	Accepted
R-Squared Contribution Ratio (RSCR)	0.952	Acceptable if ≥ 0.9, match = 1	Accepted
Statistical Supression Ratio (SSR)	1	Acceptable if ≥ 0.7	Accepted
Non Linear Bivariate Cassualy Direction Ratio (NLBCDR)	1	Acceptable if ≥ 0.7	Accepted

Table 6 */ Coefficient Determination*

Variables	R-Squared	Information
Intention to Use	0.95	Strong
Use Behaviour	0.57	Moderate

***Table** 7 / Hypothesis Test*

Path	Path Coefficient	P-Values	Decision
EK→NPE	0.16**	0.03	Supported
EU→NPE	0.16**	0.16	Supported
PS→NPE	0.09	0.13	Not Supported
KP→NPE	0.34***	0.01	Supported
KP→PPE	0.08	0.18	Not Supported
NH→NPE	0.05	0.29	Not Supported
K→NPE	0.52***	0.01	Supported
K→PPE	0.56***	0.01	Supported
PICT→KP & NPE	0.22***	0.01	Supported
PICT→NH & NPE	0.05	0.29	Not Supported
PICT→K & NPE	0.09	0.15	Not Supported
PICT→NPE & PPE	0.05	0.28	Not Supported
KI→NPE	0.22***	0.01	Supported
NPE→PPE	0.17**	0.02	Supported

Note: ***<0.01; **<0.05

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Figure 1 */ Research Model*

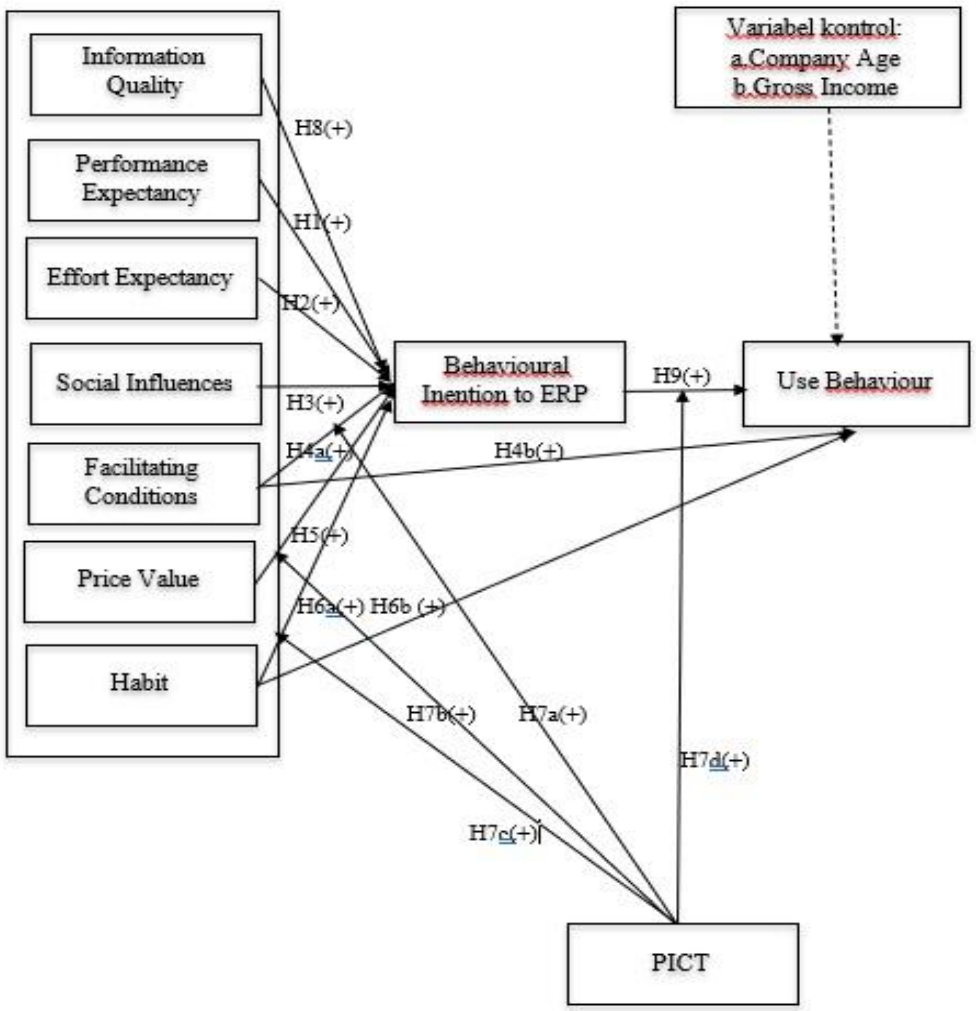


***Figure 2** / Model Results*

