Understanding the Impact of Robotic Process Automation (RPA) on Individual Performance

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ABSTRACT

Based on the growing interest in Robotic Process Automation (RPA) in financial and accounting practices, this study will look into the role of individual and system characteristics in RPA use and satisfaction, as well as the impact on individual performance. A quantitative research using self-administered questionnaire was gathered from 209 RPA users, and responses were analysed using SmartPLS 3.0. Since the study model employed a second-order reflective-reflective construct (Type I), the hierarchical component modelling (HCM) technique was employed using the two-stage approach. Results showed that system quality and user attitude strongly influenced the use and the user satisfaction of the RPA system and had an impact on user performance. The influential factors derived from this study could give decision-makers a better overview of the key factors that affected individuals' use and user satisfaction of the RPA system. The findings obtained could help organisations to convince and prepare their employees in accepting the RPA system, with lesser resistance. The DeLone and McLean Information System Success Model and individual characteristic variables from the Task Technology Fit (TTF) Model were used as the theoretical basis for assessing the contributing factors of RPA use, and its impact on individual performance.

Keywords: Robotic Process Automation (RPA), Task Technology Fit (TTF), User satisfaction