

**Appendix A.** Measurement scale and items.

| Constructs                   | Items | Statement                                                                                           | Sources |
|------------------------------|-------|-----------------------------------------------------------------------------------------------------|---------|
| Performance                  | PE1   | mHealth apps are helpful for my health behaviors.                                                   | [27]    |
| Expectancy (PE)              | PE2   | mHealth apps solve my health questions.                                                             |         |
|                              | PE3   | mHealth apps manage my health quickly.                                                              |         |
|                              | PE4   | mHealth apps increase my capability of health self-management.                                      |         |
| Effort                       | EE1   | I learn to use mHealth apps easily.                                                                 | [27]    |
| Expectancy (EE)              | EE2   | I know lots of health information through mHealth apps.                                             |         |
|                              | EE3   | I use mHealth apps easily.                                                                          |         |
|                              | EE4   | I get using mHealth apps skill.                                                                     |         |
| Social Influence (SI)        | SI1   | I adopt mHealth apps based on friends' perspectives.                                                | [27]    |
|                              | SI2   | I adopt mHealth apps based on peoples' who affect my behavior.                                      |         |
|                              | SI3   | I adopt mHealth apps based on my friends.                                                           |         |
|                              | SI4   | Using mHealth apps is more prestigious than not using them.                                         |         |
| Facilitating Conditions (FC) | FC1   | I possess the resources needed to adopt mHealth apps.                                               | [27]    |
|                              | FC2   | I possess the knowledge needed to adopt mHealth apps.                                               |         |
|                              | FC3   | The technologies of adoption is consistent with my others.                                          |         |
|                              | FC4   | I gain lots of helps from other users when I account for problems.                                  |         |
| Cognitive Trust (CT)         | CT1   | I get exact and true health information in mHealth apps.                                            | [58]    |
|                              | CT2   | I depend on the health information through mHealth apps.                                            |         |
|                              | CT3   | mHealth apps are reliable.                                                                          |         |
|                              | CT4   | mHealth apps keep criterion constantly.                                                             |         |
| Online Rating (ORT)          | ORT1  | Online ratings are believable.                                                                      | [34,60] |
|                              | ORT2  | Online ratings are relevant to my demanded.                                                         |         |
|                              | ORT3  | Online ratings are trust.                                                                           |         |
|                              | ORT4  | Online ratings make me perceived reliability.                                                       |         |
|                              | ORT5  | Online ratings provided in mHealth apps have helped me to learn about the healthcare services.      |         |
|                              | ORT6  | Online ratings provided in mHealth apps have improved my understanding of the healthcare services.  |         |
|                              | ORT7  | Online ratings provided in mHealth apps were useful to evaluate the quality of healthcare services. |         |
| Altruism (AL)                | AL1   | I like to help other users in the mHealth apps.                                                     | [8]     |
|                              | AL2   | I enjoy helping others in the mHealth apps.                                                         |         |
|                              | AL3   | I feel happy to support others in the mHealth apps.                                                 |         |
| Habit (HB)                   | HB1   | The use of mHealth apps turn into my custom.                                                        | [27]    |
|                              | HB2   | I am immersed in accepting mHealth apps.                                                            |         |
|                              | HB3   | I have to adopt mHealth apps.                                                                       |         |
|                              | HB4   | I think the adoption of mHealth apps have turn into become intrinsic behavior.                      |         |
| Behavioral Intention (BI)    | BI1   | I prepare to continue accepting these platforms in the future.                                      | [27]    |
|                              | BI2   | I always accept these platforms in daily life.                                                      |         |
|                              | BI3   | I purpose to continue accepting these platforms frequently.                                         |         |

|          |     |                                                             |      |
|----------|-----|-------------------------------------------------------------|------|
| Usage    | UB1 | I go through much time in using these platforms.            | [27] |
| Behavior | UB2 | I indeed desire these platforms to keep my healthcare safe. |      |
| (UB)     | UB3 | I use these platforms on regular basis.                     |      |

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**Note:** CR = Composite Reliability, AVE = Average Variance Extracted, PE = Performance Expectancy, EE = Effort Expectancy, SI = Social Influence, AL = Altruism, FC = Facilitating Conditions, HB = Habit, CT = Cognitive Trust, ORT = Online Rating, BI = Behavioral Intention, UB = Usage Behavior.

**Appendix B.** Results of exploratory factor analysis.

| Items | Component    |              |              |              |              |              |              |              |              |              |
|-------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|       | 1            | 2            | 3            | 4            | 5            | 6            | 7            | 8            | 9            | 10           |
| PE1   | 0.098        | 0.170        | 0.140        | 0.054        | <b>0.787</b> | 0.357        | 0.045        | 0.034        | 0.382        | 0.078        |
| PE2   | 0.281        | 0.012        | 0.077        | 0.215        | <b>0.782</b> | 0.173        | 0.107        | 0.262        | 0.155        | 0.340        |
| PE3   | 0.194        | 0.102        | 0.151        | 0.072        | <b>0.792</b> | 0.141        | 0.087        | 0.042        | 0.023        | 0.128        |
| PE4   | 0.189        | 0.145        | 0.228        | 0.077        | <b>0.805</b> | 0.069        | 0.242        | 0.157        | 0.140        | 0.040        |
| EE1   | 0.108        | <b>0.734</b> | 0.041        | -0.005       | -0.015       | 0.196        | 0.102        | 0.145        | 0.257        | -0.002       |
| EE2   | 0.198        | <b>0.727</b> | 0.158        | 0.231        | 0.221        | 0.123        | 0.245        | 0.272        | -0.028       | 0.043        |
| EE3   | 0.154        | <b>0.795</b> | 0.131        | 0.040        | 0.013        | 0.216        | 0.080        | 0.020        | 0.273        | 0.155        |
| EE4   | 0.163        | <b>0.715</b> | 0.079        | 0.058        | 0.220        | 0.061        | 0.269        | -0.035       | -0.047       | 0.075        |
| SI1   | 0.198        | 0.112        | <b>0.777</b> | 0.172        | 0.199        | 0.141        | 0.064        | 0.097        | 0.185        | 0.032        |
| SI2   | 0.120        | 0.174        | <b>0.757</b> | 0.209        | 0.130        | 0.218        | 0.063        | 0.114        | -0.035       | 0.090        |
| SI3   | 0.215        | 0.051        | <b>0.739</b> | 0.201        | 0.140        | 0.090        | 0.122        | 0.197        | 0.064        | 0.067        |
| SI4   | 0.065        | 0.007        | <b>0.710</b> | 0.371        | -0.036       | 0.040        | 0.251        | 0.431        | 0.135        | 0.108        |
| AL1   | 0.032        | 0.348        | 0.061        | 0.100        | 0.166        | 0.006        | 0.099        | -0.011       | <b>0.795</b> | 0.270        |
| AL2   | 0.075        | 0.214        | 0.091        | 0.217        | 0.208        | 0.184        | 0.194        | 0.336        | <b>0.734</b> | 0.034        |
| AL3   | 0.172        | 0.307        | 0.093        | 0.086        | 0.181        | 0.077        | 0.389        | 0.209        | <b>0.871</b> | -0.012       |
| FC1   | 0.263        | 0.206        | 0.078        | 0.096        | 0.061        | 0.123        | 0.223        | 0.110        | 0.061        | <b>0.812</b> |
| FC2   | 0.272        | 0.077        | 0.208        | 0.030        | 0.042        | 0.221        | 0.172        | 0.129        | 0.018        | <b>0.745</b> |
| FC3   | 0.163        | 0.137        | 0.152        | 0.234        | 0.113        | -0.012       | 0.115        | 0.248        | 0.005        | <b>0.758</b> |
| FC4   | 0.102        | 0.080        | 0.055        | 0.148        | 0.144        | 0.071        | 0.057        | 0.115        | 0.150        | <b>0.736</b> |
| HB1   | 0.294        | 0.138        | 0.278        | 0.058        | 0.134        | 0.261        | <b>0.805</b> | 0.009        | 0.119        | 0.175        |
| HB2   | 0.193        | 0.306        | 0.126        | 0.216        | 0.311        | 0.426        | <b>0.728</b> | 0.058        | 0.226        | -0.048       |
| HB3   | 0.219        | 0.036        | 0.231        | 0.128        | 0.213        | 0.469        | <b>0.847</b> | 0.007        | 0.163        | 0.161        |
| HB4   | 0.216        | 0.257        | 0.205        | 0.154        | 0.276        | 0.373        | <b>0.839</b> | 0.058        | 0.084        | 0.071        |
| CT1   | 0.156        | 0.249        | 0.251        | <b>0.864</b> | 0.170        | 0.175        | 0.072        | 0.139        | -0.015       | -0.002       |
| CT2   | 0.217        | 0.225        | 0.156        | <b>0.719</b> | 0.182        | 0.035        | 0.168        | 0.085        | 0.074        | 0.353        |
| CT3   | 0.218        | 0.094        | 0.173        | <b>0.757</b> | 0.184        | 0.232        | 0.203        | 0.120        | 0.087        | 0.145        |
| CT4   | 0.134        | 0.240        | 0.265        | <b>0.809</b> | 0.168        | 0.159        | 0.155        | 0.119        | 0.083        | 0.026        |
| ORT1  | 0.167        | 0.256        | 0.102        | 0.248        | 0.243        | <b>0.738</b> | 0.189        | 0.148        | -0.124       | 0.070        |
| ORT2  | 0.199        | 0.251        | 0.144        | 0.159        | 0.057        | <b>0.857</b> | 0.05         | -0.125       | 0.027        | 0.239        |
| ORT3  | 0.191        | -0.015       | 0.154        | 0.244        | 0.228        | <b>0.906</b> | 0.261        | 0.023        | 0.295        | 0.071        |
| ORT4  | 0.072        | 0.117        | 0.136        | 0.146        | 0.003        | <b>0.701</b> | 0.03         | 0.263        | -0.048       | 0.135        |
| ORT5  | 0.235        | 0.074        | 0.228        | 0.179        | 0.048        | <b>0.895</b> | -0.004       | 0.062        | 0.006        | 0.114        |
| ORT6  | 0.291        | 0.098        | 0.21         | 0.049        | 0.173        | <b>0.726</b> | 0.276        | -0.009       | 0.211        | -0.016       |
| ORT7  | 0.169        | 0.131        | 0.16         | 0.009        | 0.073        | <b>0.921</b> | 0.068        | 0.145        | 0.359        | -0.027       |
| BI1   | 0.296        | 0.094        | 0.137        | 0.064        | 0.009        | 0.186        | 0.093        | <b>0.781</b> | 0.156        | 0.066        |
| BI2   | 0.145        | 0.01         | 0.256        | 0.254        | 0.098        | 0.122        | 0.109        | <b>0.848</b> | 0.05         | 0.163        |
| BI3   | 0.153        | 0.189        | 0.185        | 0.163        | 0.211        | 0.099        | 0.112        | <b>0.841</b> | 0.077        | 0.183        |
| UB1   | <b>0.843</b> | 0.259        | 0.061        | 0.283        | 0.243        | 0.088        | 0.172        | 0.108        | 0.037        | 0.028        |
| UB2   | <b>0.761</b> | 0.238        | 0.098        | 0.235        | 0.195        | 0.014        | 0.153        | 0.116        | 0.083        | 0.164        |
| UB3   | <b>0.616</b> | 0.071        | 0.125        | 0.089        | 0.191        | 0.219        | 0.273        | 0.012        | 0.128        | 0.053        |