Appendix 1.

Type Factors and Hypotheses

|  |  |  |  |
| --- | --- | --- | --- |
| Factors | Supporting References | Hypothesis | Measurement Instruments (Adapted for the study’s context) |
| Performance Expectancy (PE) | 41,77,86,97,133 | H1: PE has positive impact on the elderly's intention to use mHealth | 97,102 |
| Effort Expectancy (EE) | 41,77,133,166 | H2: EE has positive impact on the elderly's intention to use mHealth. | 86,97,105 |
| Social Influence (SI) | 41,77,106,133,166 | H3: SI has positive impact on the elderly's intention to use mHealth. | 86,109,110 |
| Facilitating Condition (FC) | 77,97,107,112,167 | H4: FC has positive impact on the elderly's intention to use mHealth. | 113,114 |
| Hedonic Motivation (HM) | 77,114-116,118,167 | H5: HM has positive impact on the elderly's intention to use mHealth. | 119,167 |
| Price Value (PV) | 77,120 | H6: PV has positive impact on the elderly's intention to use mHealth. | 121,122 |
| Habit (HA) | 60,77,167 | H7: HA has positive impact on the elderly's intention to use mHealth.  H8: HA has positive impact on the elderly's use behavior of mHealth. | 123,124 |
| Service Quality (SQ) | 60,90,92,93,124,125 | H9: SQ has positive impact on the elderly's intention to use mHealth.  H10: SQ has positive impact on the elderly's use behavior of mHealth. | 126-128 |
| Quality of Life (QL) | 46,49,83,90,129,130,135,163,168,169 | H11: QL has positive impact on the elderly's intention to use mHealth.  H12: QL has positive impact on the elderly's use behavior of mHealth. | 82 |
| Behavioral Intention (BI) | 77,86,132-134,166 | H13: BI has positive impact on the elderly's use behavior of mHealth. | 77,132 |
| Use Behavior (UB) | 77,133 |  | 166 |

Appendix 2

*Items’ loadings*

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | BI | EE | FC | HA | HM | PE | PV | QL | SI | SQ | UB |
| BI1 | 0.936 |  |  |  |  |  |  |  |  |  |  |
| BI2 | 0.963 |  |  |  |  |  |  |  |  |  |  |
| BI3 | 0.957 |  |  |  |  |  |  |  |  |  |  |
| EE1 |  | 0.931 |  |  |  |  |  |  |  |  |  |
| EE2 |  | 0.930 |  |  |  |  |  |  |  |  |  |
| EE3 |  | 0.885 |  |  |  |  |  |  |  |  |  |
| EE4 |  | 0.938 |  |  |  |  |  |  |  |  |  |
| FC1 |  |  | 0.818 |  |  |  |  |  |  |  |  |
| FC2 |  |  | 0.728 |  |  |  |  |  |  |  |  |
| FC3 |  |  | 0.891 |  |  |  |  |  |  |  |  |
| HA1 |  |  |  | 0.915 |  |  |  |  |  |  |  |
| HA2 |  |  |  | 0.928 |  |  |  |  |  |  |  |
| HA3 |  |  |  | 0.957 |  |  |  |  |  |  |  |
| HM1 |  |  |  |  | 0.908 |  |  |  |  |  |  |
| HM2 |  |  |  |  | 0.923 |  |  |  |  |  |  |
| HM3 |  |  |  |  | 0.949 |  |  |  |  |  |  |
| PE1 |  |  |  |  |  | 0.879 |  |  |  |  |  |
| PE2 |  |  |  |  |  | 0.930 |  |  |  |  |  |
| PE3 |  |  |  |  |  | 0.950 |  |  |  |  |  |
| PE4 |  |  |  |  |  | 0.950 |  |  |  |  |  |
| PE5 |  |  |  |  |  | 0.924 |  |  |  |  |  |
| PE6 |  |  |  |  |  | 0.907 |  |  |  |  |  |
| PV1 |  |  |  |  |  |  | 0.936 |  |  |  |  |
| PV2 |  |  |  |  |  |  | 0.928 |  |  |  |  |
| PV3 |  |  |  |  |  |  | 0.943 |  |  |  |  |
| QL1 |  |  |  |  |  |  |  | 0.829 |  |  |  |
| QL2 |  |  |  |  |  |  |  | 0.887 |  |  |  |
| QL3 |  |  |  |  |  |  |  | 0.844 |  |  |  |
| QL4 |  |  |  |  |  |  |  | 0.840 |  |  |  |
| QL5 |  |  |  |  |  |  |  | 0.813 |  |  |  |
| QL6 |  |  |  |  |  |  |  | 0.698 |  |  |  |
| QL7 |  |  |  |  |  |  |  | 0.728 |  |  |  |
| QL8 |  |  |  |  |  |  |  | 0.661 |  |  |  |
| SI1 |  |  |  |  |  |  |  |  | 0.938 |  |  |
| SI2 |  |  |  |  |  |  |  |  | 0.908 |  |  |
| SI3 |  |  |  |  |  |  |  |  | 0.896 |  |  |
| SQ1 |  |  |  |  |  |  |  |  |  | 0.877 |  |
| SQ2 |  |  |  |  |  |  |  |  |  | 0.956 |  |
| SQ3 |  |  |  |  |  |  |  |  |  | 0.928 |  |
| SQ4 |  |  |  |  |  |  |  |  |  | 0.945 |  |
| SQ5 |  |  |  |  |  |  |  |  |  | 0.938 |  |
| SQ6 |  |  |  |  |  |  |  |  |  | 0.927 |  |
| UB1 |  |  |  |  |  |  |  |  |  |  | 0.814 |
| UB2 |  |  |  |  |  |  |  |  |  |  | 0.933 |
| UB3 |  |  |  |  |  |  |  |  |  |  | 0.909 |
| UB4 |  |  |  |  |  |  |  |  |  |  | 0.902 |

Appendix 3

Variance Inflation Factors (VIFs)

|  |  |
| --- | --- |
|  | VIF |
| BI1 | 3.890 |
| BI2 | 6.379 |
| BI3 | 5.756 |
| EE1 | 5.747 |
| EE2 | 5.414 |
| EE3 | 4.383 |
| EE4 | 5.523 |
| FC1 | 1.564 |
| FC2 | 1.851 |
| FC3 | 1.599 |
| H1 | 3.274 |
| H2 | 3.605 |
| H3 | 5.119 |
| HM1 | 2.882 |
| HM2 | 3.430 |
| HM3 | 3.957 |
| PE1 | 7.648 |
| PE2 | 9.912 |
| PE3 | 7.669 |
| PE4 | 7.535 |
| PE5 | 5.594 |
| PE6 | 5.366 |
| PV1 | 3.702 |
| PV2 | 3.486 |
| PV3 | 4.019 |
| QL1 | 3.090 |
| QL2 | 3.484 |
| QL3 | 3.071 |
| QL4 | 2.904 |
| QL5 | 2.424 |
| QL6 | 1.886 |
| QL7 | 2.068 |
| QL8 | 1.806 |
| SI1 | 3.671 |
| SI2 | 2.547 |
| SI3 | 2.909 |
| SQ1 | 3.543 |
| SQ2 | 9.052 |
| SQ3 | 5.207 |
| SQ4 | 7.805 |
| SQ5 | 6.699 |
| SQ6 | 5.551 |
| UB1 | 1.851 |
| UB2 | 3.939 |
| UB3 | 4.433 |
| UB4 | 4.013 |

Appendix 4

f2 values

|  |  |  |
| --- | --- | --- |
|  | BI | UB |
| BI |  | 0.036 |
| EE | 0.016 |  |
| FC | 0.014 |  |
| HA | 0.605 | 0.036 |
| HM | 0.038 |  |
| PE | 0.002 |  |
| PV | 0.047 |  |
| QL | 0.003 | 0.116 |
| SI | 0.038 |  |
| SQ | 0.124 | 0.622 |
| UB |  |  |