

Supplementary materials

Supplementary material 1 – Questionnaire, translated from Dutch to English

1. What is your gender?
2. What is your age?
3. What is your highest educational attainment (with a degree)?
4. How long ago was it determined that you have COPD?
5. How many times have you been hospitalized for your COPD in the last year?
6. How many lung attacks have you had in the last year?
7. On average, during the past week, how often did you...¹
 1. Feel short of breath at rest?
 2. Feel short of breath doing physical activities?
 3. Concerned about getting a cold or your breath getting worse?
 4. Depressed (down) because of your breathing problems?In general, during the past week, how much of the time did you...
 5. Cough?
 6. Produce phlegm?On average, during the past week, how limited were you in these activities because of your breathing problems?
 7. Strenuous physical activities?
 8. Moderate physical activities?
 9. Daily activities at home?
 10. Social activities?
8. Do you have a smartphone or tablet?
9. How handy do you consider yourself in using a smartphone or tablet?
10. Do you have an Internet connection on your smartphone and/or tablet?
11. Do you have a mobile number and/or e-mail address?
12. How confident are you in correctly filling out medical forms on your own?²
13. How handy do you consider yourself in using apps?
14. Do you use a telemonitoring app, such as the Thuismeten app or the SanaCoach app?
15. How convenient do you find (or think is) using a mobile device such as a smartphone or tablet to monitor your COPD at home?
16. I am very confident in using a telemonitoring app.
17. I prefer using telemonitoring apps over going to the hospital to check on my COPD.
18. To what extent do you plan to start or continue using a telemonitoring app in the near future?
19. Using telemonitoring apps makes it easier to monitor my health.
20. Telemonitoring apps save me time and effort because I don't have to go to the hospital as often.
21. Using a telemonitoring app takes a lot of time.
22. I find that telemonitoring apps improve care.

23. I have to learn a lot to use a telemonitoring app.
24. Using a telemonitoring app allows doctors to respond faster when I get more symptoms.
25. How likely are you to keep or start using a telemonitoring app?
26. I can get help from relatives (for example, family, friends, or neighbors) when I have trouble using a telemonitoring app.
27. I can get help in the hospital to use mobile devices or a telemonitoring app for my illness.
28. Do you use a saturation monitor?
29. How many times a month do you measure saturation?
30. To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app?
 1. A read-aloud function in the app.
 2. Easy language in the app.
 3. The use of pictures in the app.
 4. The ability to set up the app completely to your liking.
 5. When the app is easy to use.
 6. Clarity about what happens to my data.
 7. When I know the app is made by a trusted party.
 8. When the app is based on scientific research.
 9. The method of logging in.
 10. The possibility to use the app in another language.
 11. One app in which all information can be found in one place.
 12. The possibility to borrow a tablet from the hospital.
 13. The possibility to connect to free Wi-Fi points.
 14. My doctor or nurse would like me to use a telemonitoring app.
 15. When people who are important to me (e.g., partner, friends, and family) think I should use a telemonitoring app.
 16. When the app aligns with my norms and values.
31. Do you use the Thuismeten app?
32. Could you explain why you use the Thuismeten app?
33. Could you explain why you no longer use the Thuismeten app?
34. Could you explain why you have never used the Thuismeten app?
35. Did you need help with downloading and/or using a telemonitoring app such as the Thuismeten app, and did you receive this help?
36. In what way(s) did you get help with downloading and/or using telemonitoring apps such as the Thuismeten app?
37. Would you like to (continue to) receive help in downloading and/or using telemonitoring apps such as the Thuismeten app?
38. In what way would you prefer to be helped with downloading and/or using telemonitoring apps such as the Thuismeten app?

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| <p>39. Do you have any additions and/or comments about your experience with telemonitoring apps such as the Thuismeten app, or this questionnaire?</p> <p>40. Would you like to discuss this topic with us once more?</p> |
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¹ Clinical COPD Questionnaire (CCQ), a widely used and validated measurement tool to measure the symptoms and mental and physical state of COPD patients [2, 28].

² Set of Brief Screening Questions (SBSQ) to detect inadequate health literacy [29].

Supplementary material 2 – Operationalization of all factors proposed to relate to the intention and use.

Scale	Reliability	N	Items
Clinical COPD Questionnaire (CCQ)	α .854	10	A validated measurement tool to measure the symptoms and mental and physical state of COPD patients [28] On average, during the past week, how often did you feel... • Short of breath at rest? • Short of breath doing physical activities? • Concerned about getting a cold or your breathing getting worse? • Depressed (down) because of your breathing problems? During the past week, how much of the time did you... • Cough? • Produce phlegm? During the past week, how limited were you in these activities because of your breathing problems? • Strenuous physical activities? • Moderate physical activities? • Daily activities at home? • Social activities?
Digital literacy	r .728	2	How proficient do you consider yourself... • in using a smartphone or tablet? • in using apps?
Ease of use	<i>Not applicable</i>	1	The degree to which a person believes that using a system would be free of effort [21] To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • When the app is easy to use
Performance expectancy	α .823	5	The degree to which using a technology will provide benefits to consumers in performing certain activities [20]

			• Using telemonitoring apps makes it easier to monitor my health • Using a telemonitoring app allows doctors to respond faster if I develop more symptoms • Telemonitoring apps save me time and effort because I don't have to visit the hospital as often • In my opinion, telemonitoring apps improve care • Using a telemonitoring app takes a lot of time (-)
Social influence	<i>r .498</i>	2	The extent to which consumers perceive that important others (e.g., family and friends) believe they should use a particular technology [20] • People who are important to me (e.g. partner, friends, and family) think I should use a telemonitoring app • My doctor or nurse would like me to use a telemonitoring app
Self-efficacy	<i>Not applicable</i>	1	The degree to which the user is confident in using a telemonitoring app [25] • I am very confident in using a telemonitoring app
Cosmopolitan system	<i>Not applicable</i>	1	When all existing healthcare networks, systems, and providers are linked and work together. These elements leverage each other's expertise and experiences [23] To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • One app in which all information can be found in one place
Confidentiality	<i>r .645</i>	2	Clarity about app maker and data handling procedure. To what extent do the following points constitute a reason for you to (start) using a telemonitoring app? • Clarity about what happens to my data • That I know the app was created by a trusted party
Norms and values	<i>Not applicable</i>	1	Aligning the app to the norms and attitudes of the culture [23]

			To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • When the app aligns with my norms and values
Read-aloud function	<i>Not applicable</i>	1	The ability to have text in the app read aloud by the system To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • A read-aloud function in the app
Easy language	<i>Not applicable</i>	1	The use of plain language in the app To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • Easy language in the app
Imagery	<i>Not applicable</i>	1	The use of pictures in the app To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • The use of pictures in the app
Personalization	<i>Not applicable</i>	1	Personalization ensures that each individual can set up the application to his or her own liking [23] To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • The ability to set up the app completely to your liking
Login	<i>Not applicable</i>	1	The way of logging into the app To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app?

			• The method of logging in
Different languages	<i>Not applicable</i>	1	The possibility to use the app in another language To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • The possibility to use the app in another language
Scientific validity	<i>Not applicable</i>	1	When the app and its content are based on scientific research [25] To what extent do the following points constitute a reason for you to use a telemonitoring app such as the Thuismeten app? • When the app is based on scientific research
Support	<i>Not applicable¹</i>	2	When participants' peers or significant others provide support [24] • I can get help from relatives (e.g., family, friends, or neighbors) when I have difficulty using a telemonitoring app • I can get help in the hospital with using mobile devices or the app for my illness
Infrastructure	<i>r .492</i>	2	The facilities around mHealth, such as access to the Internet and a mobile device [23] To what extent do the following points constitute a reason for you to (start) using a telemonitoring app? • The ability to connect to free Wifi points • The ability to borrow a tablet from the hospital
Intention	<i>r .862</i>	2	The extent to which a person intends to start or continue using a telemonitoring app • How likely are you to start/continue using a telemonitoring app? • To what extent do you plan to start/continue using a telemonitoring app in the near future?

Use	Not applicable	Whether or not a person is using a telemonitoring app
		Do you use a telemonitoring app, such as the Thuismeten app or the SanaCoach app?

¹ Index scale. The higher the score, the more support.

Note. The reliability of the compiled scales is indicated with the Pearson correlation coefficient (r) for scales of 2 items, and with Cronbach's alpha (α) for scales of >2 items.

Supplementary material 3 - Overview of the determinants for the hierarchical multiple regression

Hierarchical multiple regression			
Block 1	Question	Block 2	Question
1. Performance expectancy	19, 20, 21, 22, 24	1. Gender	1
2. Support	26, 27	2. Age	2
3. Self-efficacy		3. Education level	
4. Social influence	16	4. Moment of COPD diagnosis	3
5. Cosmopolitan system	30.14, 30.15	5. Hospital admissions	4
6. Confidentiality		6. Exacerbations	
7. Norms and values	30.11	7. CCQ	5
8. Infrastructure	30.6, 30.7	8. Digital literacy	6
9. Read-aloud function		9. Health literacy	
10. Easy language	30.16		7
11. Imagery			
12. Personalization	30.12, 30.13		9, 13
13. Login			
14. Different languages	30.1		12
15. Ease of use	30.2		
16. Scientific validity			
	30.3		
	30.4		
	30.9		
	30.10		
	30.5		
	30.8		
Dependent variable: Intention to use a COPD telemonitoring app			18, 25

Supplementary material 4 - Overview of the determinants for the binary logistic regression

Binary logistic regression					
Block 1	Question	Block 2	Question	Block 3	Question
1. Performance expectancy	19, 20, 21, 22, 24	1. Intention to use	18, 25	1. Gender	1
2. Support	26, 27			2. Age	2
3. Self-efficacy	16			3. Education level	3
4. Social influence	30.14, 30.15			4. Moment of COPD diagnosis	4
5. Cosmopolitan system	30.11			5. Hospital admissions	5
6. Confidentiality	30.6, 30.7			6. Exacerbations	6
7. Norms and values	30.16			7. CCQ	7
8. Infrastructure	30.12, 30.13			8. Digital literacy	9, 13
9. Read-aloud function	30.1			9. Health literacy	12
10. Easy language	30.2				
11. Imagery	30.3				
12. Personalization	30.4				
13. Login	30.9				
14. Different languages	30.10				
15. Ease of use	30.5				
16. Scientific validity	30.8				
Dependent variable: The use of a COPD telemonitoring app					14

Supplementary material 5 – Nonparametric R_s correlations between the variables included in the analyses

The top table includes the Spearman correlation with **behavioral intention**, and the bottom table includes the Pearson correlation **with use**.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
1 Gender	1.000	- 0.336**	-0.076	0.020	-0.034	-0.082	0.074	0.009	0.036	0.079	0.026	0.038	0.062	0.110	0.167*	0.091	0.086	0.008	0.175*	0.167*	0.082	0.128	0.122	-0.164*	0.110	0.004
2 Age	- 0.336**	1.000	0.007	0.165*	0.078	-0.051	-0.049	- 0.242**	- 0.249**	-0.073	-0.104	-0.098	-0.058	-0.132	-0.088	-0.020	-0.080	0.101	-0.120	-0.131	-0.099	-0.134	-0.135	0.071	0.012	-0.033
3 Educational level	-0.076	0.007	1.000	- 0.155*	- 0.215**	-0.142	-0.153*	0.145*	0.155*	-0.075	0.054	0.120	- 0.202**	-0.101	-0.079	-0.139	- 0.248**	- 0.348**	- 0.255**	- 0.315**	-0.164	-0.107	-0.164*	-0.172*	-0.088	-0.034
4 COPD diagnosis	0.020	0.165*	-0.155*	1.000	-0.096	0.017	0.165*	-0.037	-0.064	-0.005	-0.104	0.043	-0.008	-0.093	-0.132	0.028	-0.078	0.127	0.069	-0.011	0.003	-0.073	0.025	-0.004	-0.113	-0.031
5 No. of hospitalizations	-0.034	0.078	- 0.215**	-0.096	1.000	0.390**	0.174*	- 0.194**	-0.060	0.032	-0.075	-0.144*	0.131	0.012	-0.043	0.121	0.096	0.148*	0.114	0.080	-0.025	0.010	-0.002	-0.004	-0.012	0.057
6 No. of exacerbations	-0.082	-0.051	-0.142	0.017	0.390**	1.000	0.323**	-0.047	-0.100	-0.091	-0.044	-0.106	0.159*	0.110	-0.014	0.117	0.113	0.097	0.212**	-0.008	0.051	0.062	0.170*	-0.069	-0.003	0.009
7 CCQ	0.074	-0.049	-0.153	0.165*	0.174*	0.323**	1.000	-0.174*	-0.037	-0.189*	-0.098	-0.089	0.146*	0.080	-0.025	0.100	0.019	0.011	0.174*	-0.054	0.069	0.035	0.076	-0.148*	0.145*	-0.031
8 Digital literacy	0.009	- 0.242**	0.145*	-0.037	- 0.194**	-0.047	-0.174*	1.000	0.412**	0.361**	0.271**	0.468**	0.062	0.106	0.115	0.168*	-0.020	0.016	0.005	-0.061	0.021	0.075	0.019	0.083	0.075	0.287**
9 Health literacy	0.036	- 0.249**	0.155*	-0.064	-0.060	-0.100	-0.037	0.412**	1.000	0.319**	0.288**	0.481**	-0.010	0.033	0.068	0.147	-0.052	-0.087	-0.003	-0.076	-0.023	0.028	-0.022	-0.014	0.049	0.227**
10 Performance expectancy	0.079	-0.073	-0.075	-0.005	0.032	-0.091	-0.189*	0.361**	0.319**	1.000	0.320**	0.604**	0.235**	0.265**	0.226**	0.425**	0.181*	0.157*	0.173*	0.082	0.136	0.244**	0.178*	0.136	0.222**	0.722**
11 Support	0.026	-0.104	0.054	-0.104	-0.075	-0.044	-0.098	0.271**	0.288**	0.320**	1.000	0.329**	0.060	0.237**	0.280**	0.242**	0.033	0.153*	0.074	0.102	0.067	0.236**	0.133	0.041	0.240**	0.329**
12 Self efficacy	0.038	-0.098	0.120	0.043	-0.144*	-0.106	-0.089	0.468**	0.481**	0.604**	0.329**	1.000	0.170*	0.097	0.232**	0.330**	0.081	-0.044	0.145	0.031	-0.017	0.183*	0.079	0.050	0.200**	0.561**
13 Social influence	0.062	-0.058	- 0.202**	-0.008	0.131	0.159*	0.146*	0.062	-0.010	0.235**	0.060	0.170*	1.000	0.283**	0.219**	0.535**	0.371**	0.243**	0.460**	0.345**	0.376**	0.369**	0.258**	0.171*	0.324**	0.237**
14 Cosmopolitan system	0.110	-0.132	-0.101	-0.093	0.012	0.110	0.080	0.106	0.033	0.265**	0.237**	0.097	0.382**	1.000	0.580**	0.481**	0.313**	0.228**	0.484**	0.329**	0.547**	0.594**	0.467**	0.105*	0.574**	0.284**
15 Confidentiality	0.167*	-0.088	-0.079	-0.132	-0.043	-0.014	-0.025	0.115	0.068	0.226**	0.280**	0.232**	0.219**	0.580**	1.000	0.454**	0.164*	0.168*	0.385**	0.292**	0.415**	0.567**	0.468**	0.047	0.705**	0.220**

16 Norms and values	0.091	-0.020	-0.139	0.028	0.121	0.117	0.100	0.168*	0.147	0.425**	0.242**	0.330**	0.535**	0.481**	0.454**	1.000	0.329**	0.277**	0.474**	0.325**	0.369**	0.510**	0.332**	0.148*	0.469**	0.396**
17 Infrastructure	0.086	-0.080	-0.248**	-0.078	0.096	0.113	0.019	-0.020	-0.052	0.181*	0.033	0.081	0.371**	0.313**	0.164*	0.329**	1.000	0.365**	0.334**	0.304**	0.367**	0.240**	0.382**	0.521**	0.084	0.178*
18 Read-aloud function	0.008	0.101	-0.348**	0.127	0.148*	0.097	0.011	0.016	-0.087	0.157*	0.153*	-0.044	0.243**	0.228**	0.168*	0.277**	0.365**	1.000	0.357**	0.417**	0.312**	0.202**	0.242**	0.380**	0.122	0.124
19 Easy language	0.175*	-0.120	-0.255**	0.069	0.114	0.212**	0.174*	0.005	-0.003	0.173*	0.074	0.145	0.460**	0.484**	0.385**	0.474**	0.334**	0.357**	1.000	0.674**	0.433**	0.602**	0.525**	0.172*	0.367**	0.178*
20 Imagery	0.167*	-0.131	-0.315**	-0.011	0.080	-0.008	-0.054	-0.061	-0.076	0.082	0.102	0.031	0.345**	0.329**	0.292**	0.325**	0.304**	0.417**	0.674**	1.000	0.346**	0.428**	0.369**	0.252**	0.253**	0.101
21 Personalization	0.082	-0.099	-0.164*	0.003	-0.025	0.051	0.069	0.021	-0.023	0.136	0.067	-0.017	0.376**	0.547**	0.415**	0.369**	0.367**	0.312**	0.433**	0.346**	1.000	0.500**	0.413**	0.259**	0.334**	0.136
22 Ease of use	0.128	-0.134	-0.107	-0.073	0.010	0.062	0.035	0.075	0.028	0.244**	0.236**	0.183*	0.369**	0.594**	0.567**	0.510**	0.240**	0.202**	0.602**	0.428**	0.500**	1.000	0.476**	0.137	0.479**	0.221**
23 Login	0.122	-0.135	-0.164*	0.025	-0.002	0.17-*	0.076	0.019	-0.022	0.178*	0.133	0.079	0.258**	0.467**	0.468**	0.332**	0.382**	0.242**	0.525**	0.369**	0.413**	0.476**	1.000	0.125	0.467**	0.197**
24 Different languages	-0.164*	0.071	-0.172*	-0.004	-0.004	-0.069	-0.148*	0.083	-0.014	0.136	0.041	0.050	0.171*	0.105	0.047	0.148*	0.521**	0.380**	0.172*	0.252**	0.259**	0.137	0.125	1.000	-0.067	0.159*
25 Scientific validity	0.110	0.012	-0.088	-0.113	-0.012	-0.003	0.145*	0.075	0.049	0.222**	0.240**	0.200**	0.324**	0.574**	0.705**	0.469**	0.084	0.122	0.367**	0.253**	0.334**	0.479**	0.467**	-0.067	1.000	0.244**
26 Intention to use	0.004	-0.033	-0.034	-0.031	0.057	0.009	-0.031	0.287**	0.227**	0.722**	0.329**	0.561**	0.237**	0.284**	0.220**	0.396**	0.178*	0.124	0.178*	0.101	0.136	0.221**	0.197**	0.159*	0.244**	1.000

** Correlation is significant at the 0.01 level (2-tailed). * Correlation is significant at the 0.05 level (2-tailed).

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
1 Gender	1.000	-0.312* *	-0.096	0.000	-0.031	-0.078	0.073	0.014	0.001	0.095	0.026	0.044	0.084	0.150*	0.209* *	0.114	0.081	0.059	0.180*	0.167*	0.087	0.150*	0.138	-0.166*	0.128	-0.018	0.029
2 Age	-0.312* *	1.000	0.035	0.164 *	0.033	-0.048	-0.067	-0.245* *	-0.216* *	-0.073	-0.038	-0.094	-0.113	-0.179*	-0.116	-0.073	-0.061	0.013	-0.115	-0.125	-0.121	-0.142	-0.158*	0.055	-0.019	-0.039	-0.017
3 Educational level	-0.096	0.035	1.000	-0.128	-0.195* *	-0.136	-0.146*	0.136	0.163*	-0.057	0.037	0.088	-0.168*	-0.080	-0.065	-0.102	-0.237* *	-0.241* *	-0.266* *	-0.320* *	-0.165*	-0.092	-0.162*	-0.201* *	-0.046	-0.015	-0.019
4 COPD diagnosis	0.000	0.164*	-0.128	1.000	-0.154*	-0.020	0.149*	-0.011	-0.055	-0.009	-0.037	-0.004	-0.002	-0.102	-0.117	0.006	-0.102	0.088	0.047	-0.040	0.069	-0.073	0.007	0.040	-0.120	-0.041	0.041
5 No. of hospitalizations	-0.031	0.033	-0.195* *	-0.154 *	1.000	0.409* *	0.173*	-0.200* *	-0.099	-0.018	-0.072	-0.166*	0.117	-0.032	-0.050	0.057	0.127	0.109	0.119	0.086	-0.022	-0.009	-0.024	-0.044	-0.087	0.008	0.099
6 No. of exacerbations	-0.078	-0.048	-0.136	-0.020	0.409* *	1.000	0.315* *	-0.067	-0.085	-0.071	-0.062	-0.090	0.147*	0.086	0.006	0.108	0.132	-0.035	0.202* *	-0.004	0.068	0.090	0.165*	-0.052	-0.026	0.029	0.058
7 CCQ	0.073	-0.067	-0.146*	0.149 *	0.173* *	0.315* *	1.000	-0.193* *	-0.024	-0.171* *	-0.090	-0.128	0.096	0.062	-0.005	0.037	-0.001	-0.149*	0.145	-0.055	0.050	0.051	0.061	-0.171*	0.119	-0.092	-0.123
8 Digital literacy	0.014	-0.245* *	0.136	-0.011	-0.200* *	-0.067	-0.193* *	1.000	0.417* *	0.386* *	0.192* *	0.522* *	0.078	0.173*	0.170*	0.196* *	-0.003	0.028	0.031	-0.046	0.062	0.094	0.063	0.115	0.165*	0.333* *	0.278* *
9 Health literacy	0.001	-0.216* *	0.163*	-0.055	-0.099	-0.085	-0.024	0.417* *	1.000	0.209* *	0.222* *	0.425* *	-0.001	0.031	0.066	0.117	-0.027	-0.043	-0.049	-0.075	-0.049	-0.021	-0.029	0.002	0.081	0.183*	0.148*
10 Performance expectancy	0.095	-0.073	-0.057	-0.009	-0.018	-0.071	-0.171*	0.386* *	0.209* *	1.000	0.201* *	0.625* *	0.255* *	0.325* *	0.319* *	0.469* *	0.188* *	0.039	0.232* *	0.120	0.209* *	0.289* *	0.222* *	0.127	0.278* *	0.607* *	0.477* *
11 Support	0.026	-0.038	0.037	-0.037	-0.072	-0.062	-0.090	0.192* *	0.222* *	0.201* *	1.000	0.279* *	0.044	0.164*	0.225* *	0.223* *	0.032	0.010	0.048	0.128	0.041	0.181*	0.108	0.062	0.243* *	0.278* *	0.105
12 Self efficacy	0.044	-0.094	0.088	-0.004	-0.166*	-0.090	-0.128	0.522* *	0.425* *	0.625* *	0.279* *	1.000	0.226* *	0.227* *	0.330* *	0.384* *	0.116	-0.011	0.195* *	0.082	0.073	0.252* *	0.135	0.111	0.284* *	0.587* *	0.460* *
13 Social influence	0.084	-0.113	-0.168*	-0.002	0.117	0.147*	0.096	0.078	-0.001	0.255* *	0.044	0.226* *	1.000	0.438* *	0.321* *	0.591* *	0.360* *	0.101	0.450* *	0.349* *	0.390* *	0.423* *	0.233* *	0.183* *	0.331* *	0.348* *	0.281* *
14 Cosmopolitan system	0.150*	-0.179*	-0.080	-0.102	-0.032	0.086	0.062	0.173*	0.031	0.325* *	0.164* *	0.227* *	0.438* *	1.000	0.701* *	0.582* *	0.363* *	0.081	0.527* *	0.395* *	0.597* *	0.701* *	0.523* *	0.118	0.639* *	0.380* *	0.184*

15	0.209*	-0.116	-0.065	-0.117	-0.050	0.006	-0.005	0.170*	0.066	0.319*	0.225*	0.330*	0.321*	0.701*	1.000	0.570*	0.232*	0.055	0.445*	0.353*	0.480*	0.706*	0.531*	0.051	0.751*	0.356*	0.169*
Confidentiality	*									*	*	*	*	*		*	*		*	*	*	*	*		*	*	
16 Norms and values	0.114	-0.073	-0.102	0.006	0.057	0.108	0.037	0.196*	0.117	0.469*	0.223*	0.384*	0.591*	0.582*	0.570*	1.000	0.359*	0.102	0.494*	0.370*	0.422*	0.600*	0.355*	0.145	0.521*	0.526*	0.319*
								*		*	*	*	*	*	*		*		*	*	*	*	*		*	*	*
17 Infrastructure	0.081	-0.061	-0.237*	-0.102	0.127	0.132	-0.001	-0.003	-0.027	0.188*	0.032	0.116	0.360*	0.363*	0.232*	0.359*	1.000	0.195*	0.372*	0.311*	0.384*	0.284*	0.371*	0.501*	0.130	0.188*	0.073
			*										*	*	*	*		*	*	*	*	*	*	*			
18 Read-aloud function	0.059	0.013	-0.241*	0.088	0.109	-0.035	-0.149*	0.028	-0.043	0.039	0.010	-0.011	0.101	0.081	0.055	0.102	0.196*	1.000	0.219*	0.208*	0.144	0.062	0.091	0.184*	0.034	0.035	-0.084
			*														*		*	*							
19 Easy language	0.180*	-0.115	-0.266*	0.047	0.119	0.202*	0.145	0.031	-0.049	0.232*	0.048	0.195*	0.450*	0.527*	0.445*	0.494*	0.372*	0.219*	1.000	0.701*	0.447*	0.608*	0.518*	0.191*	0.374*	0.247*	0.144
			*			*				*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
20 Imagery	0.167*	-0.125	-0.320*	-0.040	0.086	-0.004	-0.055	-0.046	-0.075	0.120	0.128	0.082	0.349*	0.395*	0.353*	0.370*	0.311*	0.208*	0.701*	1.000	0.352*	0.467*	0.381*	0.258*	0.275*	0.170*	0.078
			*										*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21 Personalization	0.087	-0.121	-0.165*	0.069	-0.022	0.068	0.050	0.062	-0.049	0.209*	0.041	0.073	0.390*	0.597*	0.480*	0.422*	0.384*	0.144	0.447*	0.352*	1.000	0.570*	0.428*	0.236*	0.362*	0.241*	-0.025
										*			*	*	*	*	*		*	*	*	*	*	*	*	*	*
22 Ease of use	0.150*	-0.142	-0.092	-0.073	-0.009	0.090	0.051	0.094	-0.021	0.289*	0.181*	0.252*	0.423*	0.701*	0.706*	0.600*	0.284*	0.062	0.608*	0.467*	0.570*	1.000	0.531*	0.102	0.537*	0.327*	0.128
										*		*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
23 Login	0.138	-0.158*	-0.162*	0.007	-0.024	0.165*	0.061	0.063	-0.029	0.222*	0.108	0.135	0.233*	0.523*	0.531*	0.355*	0.371*	0.091	0.518*	0.381*	0.428*	0.531*	1.000	0.124	0.470*	0.226*	0.095
										*			*	*	*	*	*		*	*	*	*	*		*	*	*
24 Different languages	-0.166*	0.055	-0.201*	0.040	-0.044	-0.052	-0.171*	0.115	0.002	0.127	0.062	0.111	0.183*	0.118	0.051	0.145	0.501*	0.184*	0.191*	0.258*	0.236*	0.102	0.124	1.000	-0.023	0.192*	0.096
			*														*	*	*	*	*					*	*
25 Scientific validity	0.128	-0.019	-0.046	-0.120	-0.087	-0.026	0.119	0.165*	0.081	0.278*	0.243*	0.284*	0.331*	0.639*	0.751*	0.521*	0.130	0.034	0.374*	0.275*	0.362*	0.537*	0.470*	-0.023	1.000	0.317*	0.185*
										*	*	*	*	*	*	*			*	*	*	*	*			*	*
26 Intention to use	-0.018	-0.039	-0.015	-0.041	0.008	0.029	-0.092	0.333*	0.183*	0.607*	0.278*	0.587*	0.348*	0.380*	0.356*	0.526*	0.188*	0.035	0.247*	0.170*	0.241*	0.327*	0.226*	0.192*	0.317*	1.000	0.556*
								*		*	*	*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
27 Use	0.029	-0.017	-0.019	0.041	0.099	0.058	-0.123	0.278*	0.148*	0.477*	0.105	0.460*	0.281*	0.184*	0.169*	0.319*	0.073	-0.084	0.144	0.078	-0.025	0.128	0.095	0.096	0.185*	0.556*	1.000
								*		*		*	*	*	*	*	*									*	*

** Correlation is significant at the 0.01 level (2-tailed). * Correlation is significant at the 0.05 level (2-tailed).