Supplementary Table 1. Reliability and Convergent Validity of Constructs

Construct	First-Order Construct	Item	Loadings	AVE	CR	CA
Service Quality (E-S-QUAL)	Efficiency	In food delivery apps, it is easy to access any section.	0.854	0.774	0.952	0.951
		In food delivery apps, it is easy to find what I need.	0.867			
		In food delivery apps, the information is well organized.	0.903			
		Food delivery apps load quickly.	0.873			
		Food delivery apps allow me to place an order quickly.	0.899			
		Food delivery apps would allow me to make a purchase quickly.	0.877			
		Food delivery apps are well organized.	0.883			
	System Availability	Food delivery apps are always available for placing orders.	0.931	0.876	0.861	0.858
		Food delivery apps download and function immediately.	0.940			
	Fulfillment	Food delivery apps deliver orders within the promised time.	0.834	0.680	0.927	0.921
		Food delivery apps make orders available for	0.855			

		delivery within a suitable timeframe.				
		Food delivery apps deliver what I request quickly.	0.832			
		Food delivery apps have in stock the items they offer.	0.817			
		Food delivery apps fulfill their offers.	0.830			
		Food delivery apps do not make errors in orders.	0.746			
		Food delivery apps fulfill their delivery promises.	0.852			
	Privacy	Food delivery apps protect information about my purchase behavior.	0.923	0.747	0.900	0.836
		Food delivery apps do not share my personal information with other apps.	0.760			
		Food delivery apps protect credit card information.	0.901			
Working Conditions		Food delivery apps respect workers' rights.	0.899	0.865	0.970	0.969
		Food delivery apps ensure safe and non-hazardous working conditions.	0.940			
		Food delivery apps provide decent working conditions.	0.947			
		Food delivery apps treat workers fairly.	0.938			

	Food delivery apps develop, support, and train their workers.	0.922			
	Food delivery apps communicate openly and honestly with their workers.	0.935			
Intention to Use	When needed, I intend to use food delivery apps.	0.942	0.916	0.959	0.954
	When needed, I believe I will use food delivery apps again.	0.974			
	When needed, I would like to use food delivery apps again.	0.955			
Intention to Recommend	If someone asked me about food delivery apps, I would give a positive opinion.	0.957	0.908	0.950	0.949
	If I had the chance, I would highlight the advantages of food delivery apps.	0.948			
	I would recommend food delivery apps.	0.954			
Socially Conscious Consumption	I consider the ethical reputation of food delivery companies when ordering.	0.904	0.780	0.875	0.860
	I deliberately avoid ordering from food delivery companies with unethical practices.	0.876			

	I deliberately use food delivery services that offer fair working conditions.	0.868			