

Appendix 1. TAM2 Measurement Scales and Reliabilities

Intention to Use	(Cronbach's α ranged from 0.82 to 0.97 across studies and time periods)
Assuming I have access to the system, I intend to use it.	
Given that I have access to the system, I predict that I would use it.	
Perceived Usefulness	(Cronbach's α ranged from 0.87 to 0.98 across studies and time periods)
Using the system improves my performance in my job.	
Using the system in my job increases my productivity.	
Using the system enhances my effectiveness in my job.	
I find the system to be useful in my job.	
Perceived Ease of Use	(Cronbach's α ranged from 0.86 to 0.98 across studies and time periods)
My interaction with the system is clear and understandable.	
Interacting with the system does not require a lot of my mental effort.	
I find the system to be easy to use.	
I find it easy to get the system to do what I want it to do.	
Subjective Norm	(Cronbach's α ranged from 0.81 to 0.94 across studies and time periods)
People who influence my behavior think that I should use the system.	
People who are important to me think that I should use the system.	
Voluntariness	(Cronbach's α ranged from 0.82 to 0.91 across studies and time periods)
My use of the system is voluntary.	
My supervisor does not require me to use the system.	
Although it might be helpful, using the system is certainly not compulsory in my job.	
Image	(Cronbach's α ranged from 0.80 to 0.93 across studies and time periods)
People in my organization who use the system have more prestige than those who do not.	
People in my organization who use the system have a high profile.	
Having the system is a status symbol in my organization.	
Job Relevance	(Cronbach's α ranged from 0.80 to 0.95 across studies and time periods)
In my job, usage of the system is important.	
In my job, usage of the system is relevant.	
Output Quality	(Cronbach's α ranged from 0.82 to 0.98 across studies and time periods)
The quality of the output I get from the system is high.	
I have no problem with the quality of the system's output.	
Result Demonstrability	(Cronbach's α ranged from 0.80 to 0.97 across studies and time periods)
I have no difficulty telling others about the results of using the system.	
I believe I could communicate to others the consequences of using the system.	
The results of using the system are apparent to me.	
I would have difficulty explaining why using the system may or may not be beneficial.	

Note. All items were measured on a 7-point Likert scale, where 1 = strongly disagree, 2 = moderately disagree, 3 = somewhat disagree, 4 = neutral (neither disagree nor agree), 5 = somewhat agree, 6 = moderately agree, and 7 = strongly agree.