

Appendix 1

Factor Output

Factor No. (Variance Explained)	Factor Title	Variable Included	Factor Loading	Cronbach's α
F1 (35.64)	User Interface	Information availability	0.708	0.849
		Active admin supervision	0.785	
		user friendly	0.692	
		Facilitating activities	0.606	
		Customized and IT features	0.763	
		Advanced IT features	0.520	
		F2 (8.69)	IT Infrastructure	
e-commerce services	0.657			
Content and Dedicated Collaboration	0.744			
Storing and Sharing information	0.708			
System facilitator	0.644			
F3 (6.61)	Service Offering			Consult and information sharing
		Gain knowledge	0.802	
		Healthcare offering	0.475	
		Additional service	0.490	
F4 (6.31)	Information Credibility	Robust policy	0.643	0.657

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(Continued)

Factor No. (Variance Explained)	Factor Title	Variable Included	Factor Loading	Cronbach's α
		Information credibility	0.756	
		Secured and Transparent	0.627	

Note: Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization. Rotation converged in 7 iterations.