APPENDIX 1

Table 1a

Calculated Values for First-Order Constructs

Manifest variable		Construct	FL	AVE	CR
ss1_1	<---	Reliability	0.722		
ss1_2	<---	Reliability	0.746	0.5107	0.7576
ss1_3	<---	Reliability	0.674		
ss2_1	<---	Availability	0.746		
ss2_2	<---	Availability	0.861	0.6375	0.8402
ss2_3	<---	Availability	0.784		
ss3_1	<---	Security	0.736		
ss3_2	<---	Security	0.774	0.6135	0.8633
ss3_3	<---	Security	0.875		
ss3_4	<---	Security	0.74		
ss4_1	<---	Functionality	0.823		
ss4_2	<---	Functionality	0.836	0.5454	0.7753
ss4_3	<---	Functionality	0.51		
ss5_1	<---	Response rate	0.792		
ss5_2	<---	Response rate	0.777	0.5943	0.8146
ss5_3	<---	Response rate	0.743		
ss6_1	<---	Usability	0.775		
ss6_2	<---	Usability	0.74		
ss6_3	<---	Usability	0.77	0.6043	0.8841
ss6_4	<---	Usability	0.786		
ss6_5	<---	Usability	0.814		
sq_1	<---	Service quality	0.777		
sq_2	<---	Service quality	0.799	0.586	0.8497
sq_3	<---	Service quality	0.761		
sq_4	<---	Service quality	0.723		
int_1	<---	Intention to use	0.849		
int_2	<---	Intention to use	0.85	0.6818	0.8652
int_3	<---	Intention to use	0.776		
pb1_1	<---	Perceived ChatGPT benefits	0.768		
pb1_2	<---	Perceived ChatGPT benefits	0.791		
pb1_3	<---	Perceived ChatGPT benefits	0.803		
pb2_1	<---	Perceived ChatGPT benefits	0.75	0.5799	0.9059
pb2_2	<---	Perceived ChatGPT benefits	0.724		
pb2_3	<---	Perceived ChatGPT benefits	0.678		
pb2_4	<---	Perceived ChatGPT benefits	0.808		
iq1_1	<---	Up-to-dateness	0.795		
iq1_2	<---	Up-to-dateness	0.832	0.7007	0.8752
iq1_3	<---	Up-to-dateness	0.882		
iq2_1	<---	Reliability	0.771		
iq2_2	<---	Reliability	0.879	0.6392	0.8409
iq2_3	<---	Reliability	0.742		

iq3_1	<---	Accuracy	0.751	0.6284	0.8349
iq3_2	<---	Accuracy	0.766		
iq3_3	<---	Accuracy	0.857		
iq4_1	<---	Completeness	0.841	0.6219	0.8307
iq4_2	<---	Completeness	0.703		
iq4_3	<---	Completeness	0.815		
iq5_1	<---	Timeliness	0.745	0.6032	0.82
iq5_2	<---	Timeliness	0.787		
iq5_3	<---	Timeliness	0.797		
iq6_1	<---	Understandability	0.744	0.564	0.838
iq6_2	<---	Understandability	0.751		
iq6_3	<---	Understandability	0.754		
iq6_4	<---	Understandability	0.755		
iq7_1	<---	Relevancy	0.789	0.6247	0.8331
iq7_2	<---	Relevancy	0.785		
iq7_3	<---	Relevancy	0.797		
us_1	<---	User satisfaction	0.801	0.5852	0.8082
us_2	<---	User satisfaction	0.796		
us_3	<---	User satisfaction	0.693		

Source: author's own work.

Table 2a

Calculated Values for the Second-Order Constructs

Subdimension		Construct	FL	AVE	CR
up-to-dateness	<---	Information quality	0.728	0.7245	0.9483
reliability	<---	Information quality	0.869		
accuracy	<---	Information quality	0.883		
completeness	<---	Information quality	0.891		
timeliness	<---	Information quality	0.828		
understandability	<---	Information quality	0.846		
relevancy	<---	Information quality	0.901		
reliability	<---	System quality	0.754	0.6776	0.9259
availability	<---	System quality	0.702		
security	<---	System quality	0.795		
functionality	<---	System quality	0.928		
response rate	<---	System quality	0.884		
usability	<---	System quality	0.854		

Source: author's own work.

Table 3a

Calculated Values for the Third-Order Construct

Subdimension		Construct	FL	AVE	CR
System quality	<---	ChatGPT quality	0.844	0.7867	0.917
Information quality	<---	ChatGPT quality	0.89		

Service quality	<---	ChatGPT quality	0.925		

Source: author's own work.