

Appendix 3: Studies illustrating trust enablers and impediments

Trust Enablers & Impediments	Corresponding Publications
Altruism	[1-9]
Poor information quality	[10-60]
Customizable design features	[15, 23, 24, 28, 31, 34, 41, 49, 52, 60-78]
Decreased workloads	[4, 6-11, 13-15, 20, 21, 24, 27, 29, 31, 36, 39, 45-48, 51, 55, 56, 59, 62, 73, 76, 79-131]
Ease of use	[13, 15, 20, 22, 25, 26, 28, 36, 39, 54, 56, 57, 63, 68, 70, 71, 73, 75, 76, 78, 85, 89, 92, 97, 103, 110, 112, 116, 132-156]
Self-efficacy	[61, 118, 145, 157-168]
Fair data access	[5, 6, 8, 9, 12, 40, 72, 87, 95, 104, 128, 166, 169-177]
Fear of data exploitation	[1, 4, 5, 7, 9, 40, 55, 60, 72, 95, 115, 116, 119, 167, 171, 173, 174, 178-185]
Guidelines for standardized use	[9, 16, 19, 20, 62, 73, 81, 83, 85, 92, 99, 119, 121, 122, 131, 175, 180, 182, 186-189]
Improved communication	[11, 12, 14, 20, 23, 25, 30, 40, 42, 47, 60, 64, 68, 69, 75, 76, 84, 88, 101, 106, 109, 116, 117, 120, 121, 123, 125, 132, 135, 137, 140, 141, 147, 155, 166, 177, 185, 190-198]
Limited accessibility	[4, 8, 11, 15, 36, 42, 57, 62, 64, 70, 72, 73, 80, 81, 85, 86, 89, 92-94, 96, 104, 110-112, 115-117, 119, 123, 125, 130-132, 135, 137-139, 147, 151, 155, 172, 174, 179, 181, 185, 189, 197, 199-205]
Inadequate publicity	[6, 7, 16, 19, 35, 41, 60, 66, 72, 81, 82, 87, 93, 94, 104, 108, 110-112, 115, 118, 119, 131, 134, 140, 151, 158, 164, 172, 182, 185, 187, 188, 194, 206-215]
Initial face-to-face contact	[13, 20, 24, 57, 60, 70, 77, 85, 88, 93, 98, 102, 105, 106, 110, 112, 117, 121, 131, 135, 137, 140, 150, 177, 184, 191, 193, 205, 206, 216-226]
Insufficient training	[10, 13, 15, 19, 20, 27, 29, 42, 45, 51, 55, 56, 58, 59, 61, 64, 68, 71, 73, 74, 76, 77, 79, 83, 86, 87, 89-92, 98, 111, 114, 118, 120, 122, 126, 135, 136, 182, 187, 189, 200, 209, 213, 214, 227-234]
Interoperability	[15, 20, 24, 62, 66, 78, 81, 122, 131, 235]
Privacy	[1, 2, 6, 7, 9, 13, 23-25, 29, 33, 40, 42, 46, 48, 50, 54, 57, 60, 67, 70, 76, 77, 82, 84, 89, 92, 95, 104-106, 110, 115, 116, 122, 123, 130, 131, 134, 137, 139, 166, 171, 172, 175-177, 179-181, 183, 185, 189, 190, 204, 212, 218, 219, 222-224, 232, 236-246]
Recommendation by others	[24, 26, 44, 64, 66, 72, 87, 88, 135, 154, 168, 184, 231, 235, 247-249]
Time consuming	[10, 12, 14-16, 21, 22, 29, 31, 34, 39, 40, 42, 43, 46-48, 55, 59, 62, 72, 79, 82, 83, 85, 86, 88, 91, 106, 109, 114, 119, 133, 140, 141, 187, 193, 201, 222, 226, 250, 251]

Service provider reputation	[1, 4-9, 13, 17, 23, 26, 28, 33, 43, 44, 46, 47, 52, 55, 57, 58, 60, 63, 65, 73, 86, 108, 115, 119, 127, 145, 146, 148, 156, 161, 164-166, 170, 173, 174, 180, 183-185, 187, 188, 192, 203, 219, 224, 225, 231, 238, 240, 242, 247, 251-264]
Socio-demographic factors	[1, 4, 9, 11, 18, 22, 30, 32, 33, 41, 43, 44, 65, 67, 72, 75, 81, 82, 87, 88, 93, 100, 104, 105, 108, 112, 115, 116, 132, 140, 141, 148, 150, 151, 153, 154, 157, 158, 161, 162, 165, 168, 172, 174, 179-181, 185, 188, 189, 192, 194, 195, 197, 199, 202, 203, 205, 208, 210, 213, 216, 224, 228, 231, 233, 238, 239, 241, 243, 244, 246, 251, 253, 254, 259, 264-271]
Stakeholder engagement	[1, 2, 4, 5, 9, 12, 13, 15, 41, 42, 48, 55, 58, 60, 61, 65, 70, 73, 74, 79, 80, 83, 88, 93, 94, 96-98, 102, 108, 114, 115, 118, 119, 128, 129, 131, 135, 140, 142, 153, 154, 170, 181, 183, 187, 188, 190, 193, 196, 198, 201, 206, 208, 210, 211, 216, 218, 227, 230, 232, 244, 250, 251, 255, 256, 259, 264, 267, 272, 273]
Excessive costs	[8, 11, 15, 42, 64-66, 73, 77, 80, 81, 92, 93, 104, 110, 111, 115, 119, 131, 137, 139, 147, 172, 174, 179, 189, 197, 200, 201, 203-206, 270]
Defective technology	[15, 21, 29, 33, 47, 51, 55, 64, 70, 74, 76, 79, 83, 85, 86, 93, 97, 98, 105, 106, 111, 114, 125, 137, 156, 169, 193, 219, 223, 233, 251, 274]
Usefulness	[2, 4, 11, 13, 16, 17, 20, 23, 24, 26, 32, 33, 37, 42, 51, 54, 55, 57-61, 63, 66, 68, 69, 72, 77-79, 87, 88, 90, 94, 96, 100, 104, 105, 107, 110-113, 122, 125, 132, 134, 137-141, 143, 144, 146, 149-154, 156-158, 160, 163, 164, 169, 177, 180, 185, 186, 188, 190-193, 195, 197, 202, 203, 205, 206, 210, 212, 214, 218, 221, 223, 226, 229, 232, 233, 236, 239, 240, 245, 255-257, 260, 262, 263, 265, 266, 272, 275-278]

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