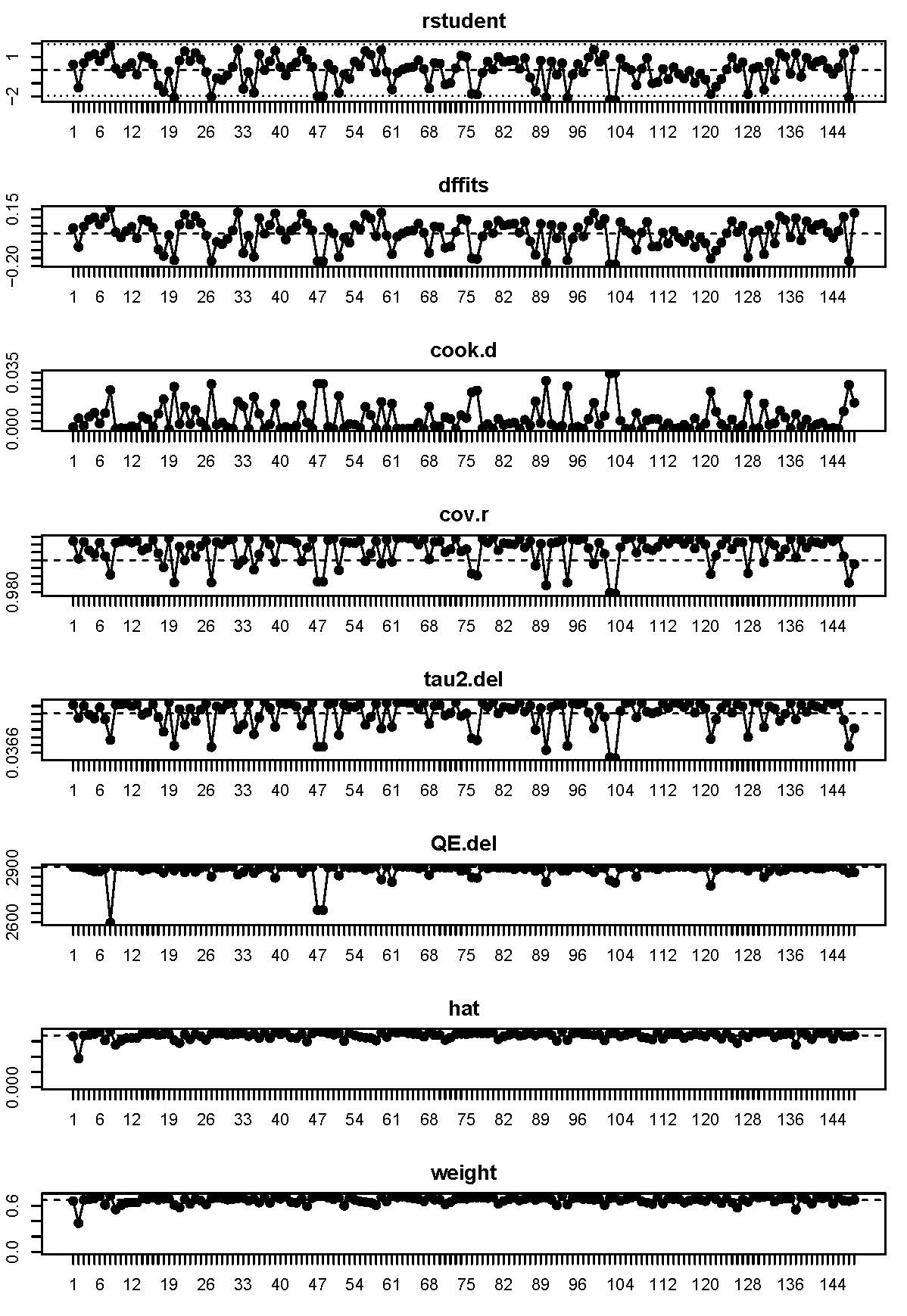
**Appendix A: List of studies included in meta-analysis**

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| --- | --- | --- | --- | --- |
| S No | Title | Year | Journal / Conference | Technology |
| 1 | [Akter, S., Ray, P., & D’Ambra, J. (2013). Continuance of mHealth services at the bottom of the pyramid: The roles of service quality and trust. Electronic Markets, 23(1), 29–47. https://doi.org/10.1007/s12525-012-0091-5](https://doi.org/10.1007/s12525-012-0091-5) | 2013 | Electronic Markets | mHealth services |
| 2 | Alanazi, J. (2013). *E-government continuance from an expectation confirmation theory perspective: Survey research on citizen experience*. 224. | 2013 | Thesis | E-Governance |
| 3 | [Alghamdi, A., Elbeltagi, I., Elsetouhi, A., & Yacine Haddoud, M. (2018). Antecedents of continuance intention of using Internet banking in Saudi Arabia: A new integrated model. Strategic Change, 27(3), 231–243. https://doi.org/10.1002/jsc.2197](https://doi.org/10.1002/jsc.2197) | 2018 | Strategic Change | Internet banking |
| 4 | [Al-Hamad, M. Q., Mbaidin, H. O., AlHamad, A. Q. M., Alshurideh, M. T., Kurdi, B. H. A., & Al-Hamad, N. Q. (2021). Investigating students’ behavioral intention to use mobile learning in higher education in UAE during Coronavirus-19 pandemic. International Journal of Data and Network Science, 321–330. https://doi.org/10.5267/j.ijdns.2021.6.001](https://doi.org/10.5267/j.ijdns.2021.6.001) | 2021 | International Journal of Data and Network Science | Mobile learning |
| 5 | [Alhumaid, K., Habes, M., & Salloum, S. A. (2021). Examining the Factors Influencing the Mobile Learning Usage During COVID-19 Pandemic: An Integrated SEM-ANN Method. IEEE Access, 9, 102567–102578. https://doi.org/10.1109/ACCESS.2021.3097753](https://doi.org/10.1109/ACCESS.2021.3097753) | 2021 | IEEE Access | Mobile learning |
| 6 | [Alraimi, K. M., Zo, H., & Ciganek, A. P. (2015). Understanding the MOOCs continuance: The role of openness and reputation. Computers & Education, 80, 28–38. https://doi.org/10.1016/j.compedu.2014.08.006](https://doi.org/10.1016/j.compedu.2014.08.006) | 2015 | Computers & Education | MOOC |
| 7 | [Ambalov, I. A. (2021). An investigation of technology trust and habit in IT use continuance: A study of a social network. Journal of Systems and Information Technology, 23(1), 53–81. https://doi.org/10.1108/JSIT-05-2019-0096](https://doi.org/10.1108/JSIT-05-2019-0096) | 2021 | Journal of Systems and Information Technology | Chatbot |
| 8 | [Ashfaq, M., Yun, J., Yu, S., & Loureiro, S. M. C. (2020). I, Chatbot: Modeling the determinants of users’ satisfaction and continuance intention of AI-powered service agents. Telematics and Informatics, 54, 101473. https://doi.org/10.1016/j.tele.2020.101473](https://doi.org/10.1016/j.tele.2020.101473) | 2020 | Telematics and Informatics | Chatbot |
| 9 | [Associate Professor, NJCU School of Business New Jersey City University NJ, USA, Rabaa’i, A. A., & ALMaati, S. A. (2021). Exploring the Determinants of Users’ Continuance Intention to Use Mobile Banking Services in Kuwait: Extending the Expectation-Confirmation Model. Asia Pacific Journal of Information Systems, 31(2), 141–184. https://doi.org/10.14329/apjis.2021.31.2.141](https://doi.org/10.14329/apjis.2021.31.2.141) | 2021 | Asia Pacific Journal of Information Systems | Mobile Banking |
| 10 | [Ayanso, A., Herath, T. C., & O’Brien, N. (2015). Understanding continuance intentions of physicians with electronic medical records (EMR): An expectancy-confirmation perspective. Decision Support Systems, 77, 112–122. https://doi.org/10.1016/j.dss.2015.06.003](https://doi.org/10.1016/j.dss.2015.06.003) | 2015 | Decision support system | Electronic Medical Records |
| 11 | [Baker-Eveleth, L., & Stone, R. W. (2015). Usability, expectation, confirmation, and continuance intentions to use electronic textbooks. Behaviour & Information Technology, 34(10), 992–1004. https://doi.org/10.1080/0144929X.2015.1039061](https://doi.org/10.1080/0144929X.2015.1039061) | 2015 | Behaviour & Information Technology | Electronic textbooks |
| 12 | [Barnes, S. J., & Vidgen, R. T. (2014). Technology socialness and Web site satisfaction. Technological Forecasting and Social Change, 89, 12–25. https://doi.org/10.1016/j.techfore.2014.08.017](https://doi.org/10.1016/j.techfore.2014.08.017) | 2014 | Technological Forecasting and Social Change | Website |
| 13 | [Bhattacherjee, A. (2001a). Understanding Information Systems Continuance: An Expectation-Confirmation Model. MIS Quarterly, 25(3), 351. https://doi.org/10.2307/3250921](https://doi.org/10.2307/3250921) | 2001a | MIS Quarterly | Online banking |
| 14 | [Bhattacherjee, A. (2001b). An empirical analysis of the antecedents of electronic commerce service continuance. Decision Support Systems, 32(2), 201–214. https://doi.org/10.1016/S0167-9236(01)00111-7](https://doi.org/10.1016/S0167-9236(01)00111-7) | 2001b | Decision Support Systems | Online brokerage |
| 15 | [Bhattacherjee, A., Perols, J., & Sanford, C. (2008). Information Technology Continuance: A Theoretic Extension and Empirical Test. Journal of Computer Information Systems, 49(1), 17–26. https://doi.org/10.1080/08874417.2008.11645302](https://doi.org/10.1080/08874417.2008.11645302) | 2008 | Journal of Computer Information Systems | Document Management System |
| 16 | [Bhattacherjee & Premkumar. (2004). Understanding Changes in Belief and Attitude toward Information Technology Usage: A Theoretical Model and Longitudinal Test. MIS Quarterly, 28(2), 229. https://doi.org/10.2307/25148634](https://doi.org/10.2307/25148634) | 2004 | MIS Quarterly | Computer Based Training |
| 17 | [Bøe, T., Gulbrandsen, B., & Sørebø, Ø. (2015). How to stimulate the continued use of ICT in higher education: Integrating Information Systems Continuance Theory and agency theory. Computers in Human Behavior, 50, 375–384. https://doi.org/10.1016/j.chb.2015.03.084](https://doi.org/10.1016/j.chb.2015.03.084) | 2015 | Computers in Human Behavior | E-Learning |
| 18 | [Bøe, T., Sandvik, K., & Gulbrandsen, B. (2021). Continued use of e-learning technology in higher education: A managerial perspective. Studies in Higher Education, 46(12), 2664–2679. https://doi.org/10.1080/03075079.2020.1754781](https://doi.org/10.1080/03075079.2020.1754781) | 2021 | Studies in Higher Education | E-Learning |
| 19 | [Bölen, M. C. (2020). Exploring the determinants of users’ continuance intention in smartwatches. Technology in Society, 60, 101209. https://doi.org/10.1016/j.techsoc.2019.101209](https://doi.org/10.1016/j.techsoc.2019.101209) | 2020 | Technology in Society | Smartwatches |
| 20 | [Bölen, M. C., & Özen, Ü. (2020). Understanding the factors affecting consumers’ continuance intention in mobile shopping: The case of private shopping clubs. International Journal of Mobile Communications, 18(1), 101. https://doi.org/10.1504/IJMC.2020.104423](https://doi.org/10.1504/IJMC.2020.104423) | 2020 | International Journal of Mobile Communications | Mobile Shopping |
| 21 | [Brill, T. M., Munoz, L., & Miller, R. J. (2019). Siri, Alexa, and other digital assistants: A study of customer satisfaction with artificial intelligence applications. Journal of Marketing Management, 35(15–16), 1401–1436. https://doi.org/10.1080/0267257X.2019.1687571](https://doi.org/10.1080/0267257X.2019.1687571) | 2019 | Journal of Marketing Management | Smart Voice Assistants |
| 22 | [Cai, J., Zhao, Y., & Sun, J. (2021). Factors Influencing Fitness App Users’ Behavior in China. International Journal of Human–Computer Interaction, 1–11. https://doi.org/10.1080/10447318.2021.1921483](https://doi.org/10.1080/10447318.2021.1921483) | 2021 | International Journal of Human–Computer Interaction | Fitness app |
| 23 | [Cao, Y., Qin, X., Li, J., Long, Q., & Hu, B. (2020). Exploring seniors’ continuance intention to use mobile social network sites in China: A cognitive-affective-conative model. Universal Access in the Information Society. https://doi.org/10.1007/s10209-020-00762-3](https://doi.org/10.1007/s10209-020-00762-3) | 2020 | Universal Access in the Information Society | Mobiles social network websites |
| 24 | [Chauhan, S., Goyal, S., Bhardwaj, A. K., & Sergi, B. S. (2021). Examining continuance intention in business schools with digital classroom methods during COVID-19: A comparative study of India and Italy. Behaviour & Information Technology, 1–24. https://doi.org/10.1080/0144929X.2021.1892191](https://doi.org/10.1080/0144929X.2021.1892191) | 2021 | Behaviour & Information Technology | Digital classroom |
| 25 | [Che, T., Ji, M., Zheng, X., & Feng, B. (2021). Dissatisfaction toward O2O websites: Expectation disconfirmation and justice perspective. Asia Pacific Journal of Marketing and Logistics, ahead-of-print(ahead-of-print). https://doi.org/10.1108/APJML-05-2020-0374](https://doi.org/10.1108/APJML-05-2020-0374) | 2021 | Asia Pacific Journal of Marketing and Logistics | O2O Website |
| 26 | [Chea, S., & Luo, M. M. (2008). Post-Adoption Behaviors of E-Service Customers: The Interplay of Cognition and Emotion. International Journal of Electronic Commerce, 12(3), 29–56. https://doi.org/10.2753/JEC1086-4415120303](https://doi.org/10.2753/JEC1086-4415120303) | 2008 | International Journal of Electronic Commerce | E- Service |
| 27 | [Chen, I. Y. L. (2007). The factors influencing members’ continuance intentions in professional virtual communities—A longitudinal study. Journal of Information Science, 33(4), 451–467. https://doi.org/10.1177/0165551506075323](https://doi.org/10.1177/0165551506075323) | 2007 | Journal of Information Science | Professional Virtual Communities |
| 28 | [Chen, L. (2018). Mobile Work Continuance of Knowledge Workers: An Empirical Study. Journal of Computer Information Systems, 58(2), 131–141. https://doi.org/10.1080/08874417.2016.1211927](https://doi.org/10.1080/08874417.2016.1211927) | 2018 | Journal of Computer Information Systems | Mobile work continuance |
| 29 | [Chen, L., Meservy, T. O., & Gillenson, M. (2012). Understanding Information Systems Continuance for Information-Oriented Mobile Applications. Communications of the Association for Information Systems, 30. https://doi.org/10.17705/1CAIS.03009](https://doi.org/10.17705/1CAIS.03009) | 2012 | Communications of the Association for Information Systems | Mobile Applications |
| 30 | [Chen, S.-C., Liu, M.-L., & Lin, C.-P. (2013). Integrating Technology Readiness into the Expectation–Confirmation Model: An Empirical Study of Mobile Services. Cyberpsychology, Behavior, and Social Networking, 16(8), 604–612. https://doi.org/10.1089/cyber.2012.0606](https://doi.org/10.1089/cyber.2012.0606) | 2013 | Cyberpsychology | Mobile Services |
| 31 | [Chen, X., & Li, S. (2017). Understanding Continuance Intention of Mobile Payment Services: An Empirical Study. Journal of Computer Information Systems, 57(4), 287–298. https://doi.org/10.1080/08874417.2016.1180649](https://doi.org/10.1080/08874417.2016.1180649) | 2017 | Journal of Computer Information Systems | Mobile Payment Services |
| 32 | [Chen, Y.-Y., Huang, H.-L., Huang, W.-N., & Sung, S.-F. (2009). Confirmation of Expectations and Satisfaction with an On-Line Service: The Role of Internet Self-Efficacy. 2009 International Conference on New Trends in Information and Service Science, 880–885. https://doi.org/10.1109/NISS.2009.60](https://doi.org/10.1109/NISS.2009.60) | 2009 | International Conference on New Trends in Information and Service Science | Online service |
| 33 | [Cheng, P., OuYang, Z., & Liu, Y. (2019). Understanding bike sharing use over time by employing extended technology continuance theory. Transportation Research Part A: Policy and Practice, 124, 433–443. https://doi.org/10.1016/j.tra.2019.04.013](https://doi.org/10.1016/j.tra.2019.04.013) | 2019 | Transportation Research Part A: Policy and Practice | Online bike sharing app |
| 34 | [Cheng, Y.-M. (2018). What drives cloud ERP continuance? An integrated view. Journal of Enterprise Information Management, 31(5), 724–750. https://doi.org/10.1108/JEIM-02-2018-0043](https://doi.org/10.1108/JEIM-02-2018-0043) | 2018 | Journal of Enterprise Information Management | Cloud ERP |
| 35 | [Cheng, Y.-M. (2020). Quality antecedents and performance outcome of cloud-based hospital information system continuance intention. Journal of Enterprise Information Management, 33(3), 654–683. https://doi.org/10.1108/JEIM-04-2019-0107](https://doi.org/10.1108/JEIM-04-2019-0107) | 2020 | Journal of Enterprise Information Management | Cloud Based hospital information system |
| 36 | [Cheng, Y.-M. (2021). Drivers of physicians’ satisfaction and continuance intention toward the cloud-based hospital information system. Kybernetes, 50(2), 413–442. https://doi.org/10.1108/K-09-2019-0628](https://doi.org/10.1108/K-09-2019-0628) | 2021 | Kybernetes | Cloud Based hospital information system |
| 37 | [Chiu, C.-M., Hsu, M.-H., Sun, S.-Y., Lin, T.-C., & Sun, P.-C. (2005). Usability, quality, value and e-learning continuance decisions. Computers & Education, 45(4), 399–416. https://doi.org/10.1016/j.compedu.2004.06.001](https://doi.org/10.1016/j.compedu.2004.06.001) | 2005 | Computers & Education | E-Learning |
| 38 | [Chiu, W., Cho, H., & Chi, C. G. (2021). Consumers’ continuance intention to use fitness and health apps: An integration of the expectation–confirmation model and investment model. Information Technology & People, 34(3), 978–998. https://doi.org/10.1108/ITP-09-2019-0463](https://doi.org/10.1108/ITP-09-2019-0463) | 2021 | Information Technology & People | Fitness app |
| 39 | [Cho, V., Cheng, T. C. E., & Hung, H. (2009). Continued usage of technology versus situational factors: An empirical analysis. Journal of Engineering and Technology Management, 26(4), 264–284. https://doi.org/10.1016/j.jengtecman.2009.10.003](https://doi.org/10.1016/j.jengtecman.2009.10.003) | 2009 | Journal of Engineering and Technology Management | E-Learning |
| 40 | [Cho, Y. (2017). A consumer satisfaction model based on the integration of EDT and TAM: Comparative study of Korean and US consumers. Asia Pacific Journal of Marketing and Logistics, 29(5), 978–993. https://doi.org/10.1108/APJML-07-2016-0127](https://doi.org/10.1108/APJML-07-2016-0127) | 2017 | Asia Pacific Journal of Marketing and Logistics | E-commerce |
| 41 | Choi, Y., Wen, H., Chen, M., & Yang, F. (2021). Sustainable Determinants Influencing Habit Formation among Mobile Short-Video Platform Users. *Sustainability*, *13*(6), 3216. | 2021 | Sustainability | Mobile short video platforms |
| 42 | [Chong, A. Y.-L. (2013). Understanding Mobile Commerce Continuance Intentions: An Empirical Analysis of Chinese Consumers. Journal of Computer Information Systems, 53(4), 22–30. https://doi.org/10.1080/08874417.2013.11645647](https://doi.org/10.1080/08874417.2013.11645647) | 2013 | Journal of Computer Information Systems | Mobile commerce |
| 43 | Chou, C.-H., Lin, Y.-W., Lin, C.-H., & Farn, C. K. (2017). *Cannot Live without Facebook? An Expectation Confirmation Model with the Moderating Effects of Narcissism*. PACIS 2017 Proceedings. 142. | 2017 | PACIS 2017 Proceedings | Social Media |
| 44 | [Chou, H.-K., Lin, I.-C., Woung, L.-C., & Tsai, M.-T. (2012). Engagement in E-Learning Opportunities: An Empirical Study on Patient Education using Expectation Confirmation Theory. Journal of Medical Systems, 36(3), 1697–1706. https://doi.org/10.1007/s10916-010-9630-9](https://doi.org/10.1007/s10916-010-9630-9) | 2012 | Journal of Medical Systems | E-Learning |
| 45 | [Chou, S.-W., Min, H.-T., Chang, Y.-C., & Lin, C.-T. (2010). Understanding continuance intention of knowledge creation using extended expectation–confirmation theory: An empirical study of Taiwan and China online communities. Behaviour & Information Technology, 29(6), 557–570. https://doi.org/10.1080/01449290903401986](https://doi.org/10.1080/01449290903401986) | 2010 | Behaviour & Information Technology | Online communities |
| 46 | [Dağhan, G., & Akkoyunlu, B. (2016). Modeling the continuance usage intention of online learning environments. Computers in Human Behavior, 60, 198–211. https://doi.org/10.1016/j.chb.2016.02.066](https://doi.org/10.1016/j.chb.2016.02.066) | 2016 | Computers in Human Behavior | E-Learning |
| 47 | [Dai, H. M., Teo, T., Rappa, N. A., & Huang, F. (2020). Explaining Chinese university students’ continuance learning intention in the MOOC setting: A modified expectation confirmation model perspective. Computers & Education, 150, 103850. https://doi.org/10.1016/j.compedu.2020.103850](https://doi.org/10.1016/j.compedu.2020.103850) | 2020 | Computers & Education | MOOC |
| 48 | Daneji, A. A., Ayub, A. F. M., & Khambari, M. N. M. (2019). The Effects of Perceived Usefulness, Confirmation and Satisfaction on Continuance Intention in Using Massive Open Online Course (MOOC). *Knowledge Management & E-Learning*, *11*(2), 201-214. | 2019 | Knowledge Management & E-Learning | MOOC |
| 49 | [Daragmeh, A., Sági, J., & Zéman, Z. (2021). Continuous Intention to Use E-Wallet in the Context of the COVID-19 Pandemic: Integrating the Health Belief Model (HBM) and Technology Continuous Theory (TCT). Journal of Open Innovation: Technology, Market, and Complexity, 7(2), 132. https://doi.org/10.3390/joitmc7020132](https://doi.org/10.3390/joitmc7020132) | 2021 | Journal of Open Innovation: Technology, Market, and Complexity | E-Wallet |
| 50 | [Darmawan, A. K., Siahaan, D. O., Susanto, T. D., Hoiriyah, Umam, B. A., & Bakir, B. (2020). Understanding Indonesian Citizen’s Continuance Intention to Use Mobile-based Smart City: A Perspective of Modified Expectation Confirmation Model (M-ECM). 2020 7th International Conference on Information Technology, Computer, and Electrical Engineering (ICITACEE), 115–120. https://doi.org/10.1109/ICITACEE50144.2020.9239157](https://doi.org/10.1109/ICITACEE50144.2020.9239157) | 2020 | 7th International Conference on Information Technology, Computer, and Electrical Engineering (ICITACEE) | Mobile based smart city |
| 51 | [Deng, L., Turner, D. E., Gehling, R., & Prince, B. (2010). User experience, satisfaction, and continual usage intention of IT. European Journal of Information Systems, 19(1), 60–75. https://doi.org/10.1057/ejis.2009.50](https://doi.org/10.1057/ejis.2009.50) | 2010 | European Journal of Information Systems | IT usage |
| 52 | [Ding, Y. (2018). I hope and I continue: Integrating the concept of hope into the expectancy-disconfirmation framework. Industrial Management & Data Systems, 118(4), 728–744. https://doi.org/10.1108/IMDS-06-2017-0261](https://doi.org/10.1108/IMDS-06-2017-0261) | 2018 | Industrial Management & Data Systems | Mobile Applications |
| 53 | [Ding, Y., & Chai, K. H. (2015). Emotions and continued usage of mobile applications. Industrial Management & Data Systems, 115(5), 833–852. https://doi.org/10.1108/IMDS-11-2014-0338](https://doi.org/10.1108/IMDS-11-2014-0338) | 2015 | Industrial Management & Data Systems | Mobile Applications |
| 54 | [Doong, H.-S., & Lai, H. (2008). Exploring usage continuance of e-negotiation systems: Expectation and disconfirmation approach. Group Decision and Negotiation, 17(2), 111–126. https://doi.org/10.1007/s10726-007-9082-x](https://doi.org/10.1007/s10726-007-9082-x) | 2008 | Group Decision and Negotiation | E-Negotiation systems |
| 55 | [Eren, B. A. (2021). Determinants of customer satisfaction in chatbot use: Evidence from a banking application in Turkey. International Journal of Bank Marketing, 39(2), 294–311. https://doi.org/10.1108/IJBM-02-2020-0056](https://doi.org/10.1108/IJBM-02-2020-0056) | 2021 | International Journal of Bank Marketing | Bank app |
| 56 | [Filieri, R., Acikgoz, F., Ndou, V., & Dwivedi, Y. (2021). Is TripAdvisor still relevant? The influence of review credibility, review usefulness, and ease of use on consumers’ continuance intention. International Journal of Contemporary Hospitality Management, 33(1), 199–223. https://doi.org/10.1108/IJCHM-05-2020-0402](https://doi.org/10.1108/IJCHM-05-2020-0402) | 2021 | International Journal of Contemporary Hospitality Management | Website |
| 57 | [Filtenborg, A. F., Gaardboe, F., & Sigsgaard-Rasmussen, J. (2017). Experimental replication: An experimental test of the expectancy disconfirmation theory of citizen satisfaction. Public Management Review, 19(9), 1235–1250. https://doi.org/10.1080/14719037.2017.1295099](https://doi.org/10.1080/14719037.2017.1295099) | 2017 | Public Management Review | Municipality |
| 58 | [Foroughi, B., Iranmanesh, M., & Hyun, S. S. (2019). Understanding the determinants of mobile banking continuance usage intention. Journal of Enterprise Information Management, 32(6), 1015–1033. https://doi.org/10.1108/JEIM-10-2018-0237](https://doi.org/10.1108/JEIM-10-2018-0237) | 2019 | Journal of Enterprise Information Management | Mobile banking |
| 59 | [Gong, X., Lee, M. K. O., Liu, Z., & Zheng, X. (2020). Examining the Role of Tie Strength in Users’ Continuance Intention of Second-Generation Mobile Instant Messaging Services. Information Systems Frontiers, 22(1), 149–170. https://doi.org/10.1007/s10796-018-9852-9](https://doi.org/10.1007/s10796-018-9852-9) | 2020 | Information Systems Frontiers | Mobile Instant Messaging Services |
| 60 | [Guo, B., & Zhou, S. (2016). Re-examining the role of attitude in information system acceptance: A model from the satisfaction–dissatisfaction perspective. Enterprise Information Systems, 10(4), 444–466. https://doi.org/10.1080/17517575.2015.1011070](https://doi.org/10.1080/17517575.2015.1011070) | 2016 | Enterprise Information Systems | Bulletin Board system |
| 61 | [Gupta, A., Dhiman, N., Yousaf, A., & Arora, N. (2021). Social comparison and continuance intention of smart fitness wearables: An extended expectation confirmation theory perspective. Behaviour & Information Technology, 40(13), 1341–1354. https://doi.org/10.1080/0144929X.2020.1748715](https://doi.org/10.1080/0144929X.2020.1748715) | 2021 | Behaviour & Information Technology | Smartfitness wearables |
| 62 | [Gupta, A., Yousaf, A., & Mishra, A. (2020). How pre-adoption expectancies shape post-adoption continuance intentions: An extended expectation-confirmation model. International Journal of Information Management, 52, 102094. https://doi.org/10.1016/j.ijinfomgt.2020.102094](https://doi.org/10.1016/j.ijinfomgt.2020.102094) | 2020 | International Journal of Information Management |
| 63 | [Ha, H.-Y. (2006). An integrative model of consumer satisfaction in the context of e-services. International Journal of Consumer Studies, 30(2), 137–149. https://doi.org/10.1111/j.1470-6431.2005.00458.x](https://doi.org/10.1111/j.1470-6431.2005.00458.x) | 2006 | International Journal of Consumer Studies | E-services |
| 64 | [Halilovic, S., & Cicic, M. (2013). Antecedents of information systems user behaviour – extended expectation-confirmation model. Behaviour & Information Technology, 32(4), 359–370. https://doi.org/10.1080/0144929X.2011.554575](https://doi.org/10.1080/0144929X.2011.554575) | 2013 | Behaviour & Information Technology | IABS Finova |
| 65 | [Ham, J., Park, J., Lee, J.-N., & Moon, J. Y. (2012). Understanding Continuous Use of Virtual Communities: A Comparison of Four Theoretical Perspectives. 2012 45th Hawaii International Conference on System Sciences, 753–762. https://doi.org/10.1109/HICSS.2012.612](https://doi.org/10.1109/HICSS.2012.612) | 2012 | 45th Hawaii International Conference on System Sciences | Virtual communities |
| 66 | [Hariguna, T., Hung, C.-W., & Sukmana, H. T. (2019). The antecedent of citizen intention use of e-government service. TELKOMNIKA (Telecommunication Computing Electronics and Control), 17(1), 202. https://doi.org/10.12928/telkomnika.v17i1.11588](https://doi.org/10.12928/telkomnika.v17i1.11588) | 2019 | TELKOMNIKA (Telecommunication Computing Electronics and Control) | E-government service |
| 67 | Hayashi, A., Chen, C., Ryan, T., & Wu, J. (2004). The role of social presence and moderating role of computer self-efficacy in predicting the continuance usage of e-learning systems. *Journal of Information Systems Education*, *15*(2), 139-154. | 2004 | Journal of Information Systems Education | E-Learning |
| 68 | Hong, S., Kim, J., & Lee, H. (2008). Antecedents of use-continuance in information systems: Toward an integrative view. *Journal of Computer Information Systems*, *48*(3), 61-73. | 2008 | Journal of Computer Information Systems | Web portal |
| 69 | [Hong, S., Thong, J. Y. L., & Tam, K. Y. (2006). Understanding continued information technology usage behavior: A comparison of three models in the context of mobile internet. Decision Support Systems, 42(3), 1819–1834. https://doi.org/10.1016/j.dss.2006.03.009](https://doi.org/10.1016/j.dss.2006.03.009) | 2006 | Decision Support Systems | Mobile Internet |
| 70 | Hong, S.-J., Thong, J., & Tam, K.-Y. (2005). *Understanding Continued IT Usage: An Extension to the Expectation-Confirmation Model in IT Domain*. PACIS 2005 Proceedings. 15. | 2005 | PACIS 2005 Proceedings | IT usage |
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**Appendix B: Influential diagnostics**



**Appendix C: Results of Egger’s test for publication bias**

|  |  |
| --- | --- |
| Relationship | Test Results |
| SAT-CI | Test for Funnel Plot Asymmetry: t = 1.1039, df = 195, p = 0.2710  Limit Estimate (as sei -> 0): b = 0.4509 (CI: 0.3713, 0.5305) |
| PU-SAT | Test for Funnel Plot Asymmetry: t = 0.7908, df = 152, p = 0.4303  Limit Estimate (as sei -> 0): b = 0.4524 (CI: 0.3392, 0.5655) |
| PU-CI | Test for Funnel Plot Asymmetry: t = -0.9882, df = 148, p = 0.3247  Limit Estimate (as sei -> 0): b = 0.5677 (CI: 0.4706, 0.6647) |
| PU-ATTI | Test for Funnel Plot Asymmetry: t = -1.5593, df = 12, p = 0.1449  Limit Estimate (as sei -> 0): b = 0.8187 (CI: 0.4889, 1.1486) |
| CNF-PU | Test for Funnel Plot Asymmetry: t = 1.0856, df = 146, p = 0.2794  Limit Estimate (as sei -> 0): b = 0.3646 (CI: 0.2607, 0.4685) |
| CNF-SAT | Test for Funnel Plot Asymmetry: t = 1.7045, df = 188, p = 0.0899  Limit Estimate (as sei -> 0): b = 0.3888 (CI: 0.2978, 0.4798) |
| CNF-CI | Test for Funnel Plot Asymmetry: t = 1.2425, df = 150, p = 0.2164  Limit Estimate (as sei -> 0): b = 0.3652 (CI: 0.2715, 0.4590) |
| PEOU-PU | Test for Funnel Plot Asymmetry: t = 1.3227, df = 32, p = 0.1953  Limit Estimate (as sei -> 0): b = 0.2769 (CI: 0.0628, 0.4910) |
| PEOU-SAT | Test for Funnel Plot Asymmetry: t = 1.3104, df = 33, p = 0.1991  Limit Estimate (as sei -> 0): b = 0.2978 (CI: 0.0815, 0.5141) |
| PEOU-ATTI | Test for Funnel Plot Asymmetry: t = 0.1446, df = 8, p = 0.8886  Limit Estimate (as sei -> 0): b = 0.3547 (CI: -0.2002, 0.9097) |
| TR-SAT | Test for Funnel Plot Asymmetry: t = 0.9970, df = 22, p = 0.3296  Limit Estimate (as sei -> 0): b = 0.3673 (CI: 0.1183, 0.6163) |
| TR-CI | Test for Funnel Plot Asymmetry: t = 0.3365, df = 20, p = 0.7400  Limit Estimate (as sei -> 0): b = 0.4164 (CI: 0.1336, 0.6991) |
| TR-ENJ | Test for Funnel Plot Asymmetry: t = 0.4512, df = 1, p = 0.7302  Limit Estimate (as sei -> 0): b = -0.9316 (CI: -42.7980, 40.9348) |
| ENJ-SAT | Test for Funnel Plot Asymmetry: t = 1.4319, df = 23, p = 0.1656  Limit Estimate (as sei -> 0): b = 0.1848 (CI: -0.0813, 0.4508) |
| ENJ-CI | Test for Funnel Plot Asymmetry: t = 1.5439, df = 23, p = 0.1363  Limit Estimate (as sei -> 0): b = 0.1848 (CI: -0.0813, 0.4508) |
| ATTI-SAT | Test for Funnel Plot Asymmetry: t = -0.3075, df = 17, p = 0.7622  Limit Estimate (as sei -> 0): b = 0.6290 (CI: 0.4060, 0.8520) |