**Appendix A. Survey items**

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| Constructs | Items | Measures |
| Price Value (PV) | PV1 | The food delivery application offers a reasonable price. |
|  | PV2 | Using a food delivery application service is a good value for the money. |
|  | PV3 | At the current price, the food delivery application provides a good price. |
| Social Influence (S) | S1 | People who are important to me think that I should use a food delivery application for ordering food. |
|  | S2 | People around me are in favor of using food delivery application, so when I would like to order the food, I use food delivery application. |
|  | S3 | The social network, advertising, comment & review, and word of mouth influence me on whether or not to using food delivery applications. |
| Habit (H) | H1 | Using food delivery application has become a habit for me. |
|  | H2 | I am an addict to use food delivery application for order the food. |
|  | H3 | I feel the need to use food delivery application in my daily life. |
| Trust (T) | T1 | The food delivery application is trustworthy. |
|  | T2 | A food delivery application is a reliable means to carry out transactions. |
|  | T3 | I think the food delivery application is truthful in its dealing with high integrity and keeps my best interest in mind. |
| Convenience (C) | C1 | Using food delivery applications enables me to purchase food at any time I wanted. |
|  | C2 | Using food delivery application enables me to purchase food wherever I am. |
|  | C3 | I find that food delivery application is convenient for purchasing food. |
| Application Quality (AQ) | AQ1 | The food delivery application is easy to use. |
|  | AQ2 | The food delivery application allows me to search and locate the information I need quickly and effectively. |
|  | AQ3 | The information provided by the food delivery application is accurate and reliable. |
|  | AQ4 | The information provided by the food delivery application is understandable and clear. |
|  | AQ5 | Food delivery application staffs show a sincere interest in solving and troubleshooting the technical problem and normally provide quality service. |
|  | AQ6 | Food delivery staff provide undivided attention whenever I experience the problem and dedicate enough time to resolve my specific technical needs and concerns. |
| Satisfaction (Sa) | Sa1 | I am delighted to order the food via the food delivery application. |
|  | Sa2 | The service provided by the food delivery application meets or exceeds my expectations. |
|  | Sa3 | I think I did the right decision to use food delivery application for ordering the food |
| Intention (I) | I1 | I intend to continue using food delivery application. |
|  | I2 | I would recommend using a food delivery application to family, colleagues, and friends. |
|  | I3 | I intend to increase my use of food delivery application when the opportunity arises. |