

*The Hong Kong Polytechnic University
Department of Logistics and Maritime Studies
Research Seminar*

Trust Dynamics in the Adoption and Usage of Mobile Health Services by the Elderly in China

by

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Venue: R406, Shirley Chan Building
The Hong Kong Polytechnic University**

(Conducted in English)

Abstract:

Rapidly aging population brings challenging healthcare service problems including healthcare spending growth, limited medical resources, and declining medical treatment outcomes in China. Mobile health (mHealth) services is widely viewed as a viable means to ease these problems. However, the adoption rate and the number of active users of mobile health services still remain at a low level among the elderly within the country. Extant literature seldom explore mHealth services adoption and usage among the elderly. To advance knowledge in this under-explored research area, three inter-related studies are developed by integrating relevant antecedents from prior literature for empirical investigation in the context of a mobile health service tailored for senior citizens in China. This thesis focuses on elderly mHealth users with the aim to discover the factors influencing their adoption and usage of mHealth services. Several aging-specific constructs are examined in this thesis which include declining physiological condition, family assistance, technology anxiety, and health anxiety, each reflecting the complex aging process.

Study 1 aims to synthesize a trust transfer model with aging-specific characteristics to explain how potential senior users build initial trust in mHealth services and form use intentions at the pre-adoption stage. To better understand senior citizens' behavior, moderating effects of social support, family assistance, and declining physiological condition are examined in this study.

Study 2 examines the elderly's continuance use of mHealth services in the post-acceptance stage based on the trust transfer model and the expectation-confirmation model. Moderating effects of the elderly's personality traits, namely technology anxiety and health anxiety, on affective trust and cognitive trust are also examined to shed light on how personality traits affect the elderly as they rely on trust in the post-usage stage.

Study 3 focuses on the elderly's discontinuance use, and investigates inhibitors of mHealth services continuance use including perceived value, perceived risk, trust, and aging-specific characteristics among the elderly.

The three studies are being conducted in Lujiazui Smart Community located in Shanghai, China. The community provides a specific mHealth monitoring service that is targeted at senior residents for long-term monitoring of older adults and early detection of impending problems. The research collaboration between Lujiazui Smart Community, Harbin Institute of Technology, and elderly participants will generate practical and policy insights for this under-explored m-Health research topic. The expected contributions will extend the mHealth adoption and usage literature through providing integrative models of mHealth acceptance among the elderly with empirical evidences to advance theory development and practice in this research area.

Bio:

Fanbo Meng graduated from the University of Bradford with bachelor and degrees in business and management. Currently, he is studying a dual PhD degree at the Harbin Institute of Technology and the PolyU.

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All are welcome!