

Lohmann, Katharina

Article

Personality as a Determinant of Customer Experience Quality and Value-in-Use in a Public Crisis Situation – The Case of E-Learning

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Online-Appendix zu

„Personality as a Determinant of Customer Experience Quality and Value-in-Use in a Public Crisis Situation – The Case of E-Learning“

Katharina Lohmann

Freie Universität Berlin

Junior Management Science 7(2) (2022) 390-411

I. Appendix

Appendix 1. Tables

Table 2. Constructs, Operational Definitions and Item Sources

Dimension	Construct	Operational Definition	Number of Items and Source(s)
Introversion-Extraversion		The approach of students toward the social and material world including traits such as sociability, activity, assertiveness and positive emotionality (John and Srivastava, 1999)	8 John et al. (1991)
		The negative emotion that captures the reactive removal of oneself from COVID-19 (Harper et al., 2020)	7 Ahorsu et al. (2020)
Fear of COVID-19	Web Site Content	The appearance, content and ease of use of the platform (Parasuraman et al., 1988, Udo et al., 2011)	11 Udo et al. (2011) Venkatesh (2000)
Customer Experience Quality (Service Encounter/ Quality)	Reliability	The ability to perform the promised service dependably and accurately (Parasuraman et al., 1988)	3 Udo et al. (2011)
	Responsiveness	The willingness to help students and provide prompt service (Parasuraman et al., 1988)	3 Udo et al. (2011)
	Assurance	The knowledge and courtesy of the course instructor and his/her ability to convey trust and confidence (Parasuraman et al., 1988)	3 Udo et al. (2011)
	Empathy	The provision of caring, individualized attention the course instructor provides his/her students (Parasuraman et al., 1988)	4 Udo et al. (2011)
Customer Experience Quality (Communication Encounter)	Relationship Quality With the Course Instructor	The quality of the interaction between the course instructor and his/her students including trust, effort, appreciation, understanding and communication (Gummesson, 1987, Keating et al., 2003)	10 Keating et al. (2003)
Customer Experience Quality (Usage Encounter)	Relationship Quality With Peer Students	The quality of the interaction between peer students (Lemke et al., 2011)	6 Paechter et al. (2010)

(continued)

Dimension	Construct	Operational Definition	Number of Items and Source(s)
Value-in-Use	Task Simplification	<i>Simplicity and time-efficiency of the processes that comprise one's own work</i> (Kleinaltenkamp et al., 2018, p. 104)	4 Bruns and Jacob (2016) Mathwick et al. (2001)
	Pressure Reduction	<i>Reduction of stress during performance of daily tasks</i> (Kleinaltenkamp et al., 2018, p. 104)	4 Cohen et al. (1983)
	Flexibility - Time - Space - Method - Persons	<i>Possibility to adjust own working behavior quickly to changing conditions</i> [regarding time, place, methods, other persons] (Kleinaltenkamp et al., 2018, p. 104)	13 Braugh (1985) Kiggundu (1983)
	Cost Decrease	<i>Low costs through operational savings</i> (Kleinaltenkamp et al., 2018, p. 104)	3 Tathini et al. (2017)
	Hedonistic Benefit	<i>Satisfaction through immediate affective pleasure during one's own daily work</i> (Kleinaltenkamp et al., 2018, p. 104)	4 Bruns and Jacob (2016)
	Motivation	<i>Basic driving force and cognitive goal orientation during daily work</i> [including ease, pleasure and interest in fulfilling one's own tasks] (Kleinaltenkamp et al., 2018, p. 104)	3 Guay et al. (2000)

(continued)

Dimension	Construct	Operational Definition	Number of Items and Source(s)
Value-in-Use	Personal Self-Fulfillment	<i>Fulfillment of own ambitions and wishes during daily work</i> (Kleinaltenkamp et al., 2018, p. 104)	4 Bruns and Jacob (2016)
	Proficiency	<i>Striving for achievement and success through one's own work</i> (Kleinaltenkamp et al., 2018, p. 104)	4 Bruns and Jacob (2016)
	Self-Portrayal	<i>Expression of competencies, thoughts and ideas during one's own work</i> (Kleinaltenkamp et al., 2018, p. 104)	3 Pura (2005)
	Uncertainty Reduction - <i>Own Performance</i> - <i>Content</i> - <i>Misinformation</i>	<i>Minimizing of uncertainties with respect to processes and decisions that are related to one's own work</i> [including uncertainty regarding own performance, content and misinformation] (Kleinaltenkamp et al., 2018, p. 104)	10 Li et al. (2012) Tahini et al. (2017) Vollmeyer and Rheinberg (2000)
	Perceived Control	<i>Perception of the control of processes and resources that affect one's own work</i> (Kleinaltenkamp et al., 2018, p. 104)	3 Fu et al. (2009)
	Relational Value - <i>Course Instructor</i> - <i>Peer Students</i>	The value resulting from interaction with others, emotional attachment to others as well as support and motivation from others (Bruns and Jacob, 2016)	8 Bruns and Jacob (2016)

Table 3. Properties of the measurement model (BB)

Items	Item Formulation	Mean	SD	Factor Loading	CR	AVE	α
SQ_Useful_Info	Through the platform, useful information is provided.	5.67	1.4	0.62	0.94	0.53	0.9309
SQ_Acc_Info	Through the platform, accurate information is provided.	5.75	1.18	0.69			
SQ_HQ_Info	Through the platform, high quality information is provided.	5.34	1.4	0.68			
SQ_CI_Lectures	The course instructor consistently provides good lectures.	5.35	1.43	0.79			
SQ_CI_Dependable	The course instructor is dependable.	5.52	1.36	0.67			
SQ_CI_Corrects	The course instructor reliably corrects information when needed.	5.61	1.38	0.76			
SQ_CI_Responds	The course instructor quickly responds to students' needs.	5.41	1.45	0.73			
SQ_CI_Helps	The course instructor is willing to go out of his or her way to help students.	5.22	1.54	0.74			
SQ_CI_Questions	The course instructor always welcomes student questions and comments.	5.88	1.4	0.78			
SQ_CI_Knowledge	The course instructor is knowledgeable in his/her field.	6.32	1.05	0.77			
SQ_CI_Thoroughly	The course instructor answers all the questions thoroughly.	5.61	1.37	0.77			
SQ_CI_Expert	I am confident the course instructor has an expert understanding of the material.	6.23	1.14	0.72			
SQ_CI_Longterm	The course instructor has the students' best long-term interests in mind.	5.03	1.62	0.7			
RQ_PS_Easy_Ex	It is easy to exchange knowledge with other students in the course.	3.58	1.64	0.82	0.92	0.69	0.9158

(continued)

RQ_PS_Quickly_Ex	It is easy to exchange knowledge quickly with other students in the course.	3.34	1.67	0.84			
RQ_PS_Est_Cont	There are ample opportunities to establish personal contact with other students in the course.	3.14	1.71	0.83			
RQ_PS_New_Cont	The online communication tools facilitate establishing new contact with other students in the course.	2.86	1.68	0.86			
RQ_PS_Learn_Coop	The online communication tools facilitate learning cooperation with other students in the course.	3.05	1.62	0.81			
RQ_CI_Ethic	I have complete confidence in the course instructor to behave ethically.	5.84	1.35	0.64	0.94	0.59	0.9326
RQ_CI_Trust	I trust the course instructor totally.	5.32	1.51	0.71			
RQ_CI_Out_Way	The course instructor goes out of his or her way to do the best for me.	4.81	1.55	0.79			
RQ_CI_Pers_Att	I receive personal attention from the course instructor.	4.19	1.88	0.79			
RQ_CI_Important	The course instructor makes me feel important.	3.66	1.75	0.83			
RQ_CI_Values	The course instructor values my studies.	4.44	1.77	0.81			
RQ_CI_Understands	The course instructor understands what I want.	4.4	1.61	0.83			
RQ_CI_Interest	The course instructor has a strong interest in me.	3.59	1.72	0.81			
RQ_CI_Informed	The course instructor keeps me informed.	5.33	1.41	0.71			
RQ_CI_Time_Relev	The communication I receive from the course instructor is timely and relevant.	5.43	1.4	0.75			
ViU_RVPS_Close	I feel close to other students.	2.64	1.59	0.91	0.93	0.76	0.9299

(continued)

ViU_RVPS_Strength	I strengthen my social relationships with other students.	2.16	1.38	0.89			
ViU_RVPS_Communi	I sense a feeling of communality with other students.	2.61	1.56	0.84			
ViU_RVPS_Contact	I have often contact to other students.	2.63	1.67	0.83			
ViU_RVCI_Close	I feel close to my course instructor.	2.37	1.61	0.87	0.91	0.77	0.9192
ViU_RVCI_Strength	I strengthen my social relationships with my course instructor.	2.25	1.57	0.87			
ViU_RVCI_Communi	I sense a feeling of communality with my course instructor.	2.55	1.67	0.87			
ViU_SP_Accept	it helps me to feel accepted by others.	2.37	1.62	0.84	0.89	0.72	0.9034
ViU_SP_Impress	it makes a good impression on other people.	2.57	1.55	0.88			
ViU_SP_Approv	it gives me social approval.	2.35	1.5	0.84			
ViU_HV_Fun	I have a lot of fun.	2.84	1.63	0.89	0.94	0.79	0.9431
ViU_HV_Enter	it is very entertaining to me.	2.6	1.56	0.91			
ViU_HV_Pleas	it gives me a lot of pleasure.	2.52	1.55	0.89			
ViU_HV_Good	I feel really good.	2.88	1.64	0.87			
ViU_Prof_Learn	I learn a lot about course contents.	5.2	1.51	0.88	0.91	0.78	0.9259
ViU_Prof_Info	I feel well informed about course contents.	5.37	1.46	0.91			
ViU_Prof_Know	I know a lot about course contents.	5.11	1.42	0.86			
ViU_TS_Effic	it is an efficient way to manage my time.	4.18	1.76	0.81	0.87	0.62	0.8740
ViU_TS_Easier	it makes my life easier.	4.54	1.75	0.87			
ViU_TS_Effort	it involves very little effort for me.	4.48	1.73	0.72			
ViU_TS_Sched	it fits with my schedule.	5.09	1.56	0.75			
ViU_SF_Fulfill	I fulfill things that are of personal importance to me.	3.7	1.76	0.56	0.82	0.6	0.8235
ViU_SF_Hobby	I pursue my own personal hobby.	3.53	1.92	0.86			
ViU_SF_Interests	I follow and enjoy personal interests.	4.04	1.98	0.87			

(continued)

ViU_FlexTime_Sched	I have control over the scheduling of my study activities.	4.81	1.84	0.85	0.86	0.68	0.8746
ViU_FlexTime_Sequ	I have control over the sequencing of my study activities.	4.81	1.68	0.89			
ViU_FlexTime_When	I can decide when to do particular study activities.	5	1.74	0.72			
ViU_FlexMeth_How	I am allowed to decide how to conduct my study activities.	4.88	1.62	0.89	0.91	0.76	0.9151
ViU_FlexMeth_Way	I am able to choose the way to conduct my study activities.	4.8	1.6	0.92			
ViU_FlexMeth_Meth	I am free to choose the methods to use in conducting my study activities.	4.65	1.66	0.8			
ViU_FlexSpa_Where	I am allowed to decide where I am studying.	5.71	1.6	0.85	0.86	0.68	0.8778
ViU_FlexSpa_WherPurs	I am able to choose where to pursue particular study activities.	5.36	1.65	0.85			
ViU_FlexSpa_Loc	I am independent of a specific location to pursue my study activities.	5.46	1.79	0.76			
ViU_FlexPers_Info (recoded)	I depend on other peoples' work for the information I need to pursue my study activities.	4.32	1.72	0.84	0.88	0.65	0.8803
ViU_FlexPers_Mat (recoded)	I depend on other peoples' work for the materials I need to pursue my study activities.	4.41	1.77	0.78			
ViU_FlexPers_Work (recoded)	my study activities depend on other peoples' work for their completion.	4.74	1.67	0.86			
ViU_FlexPers_Affect (recoded)	most of my study activities are affected by the work of other people.	4.95	1.64	0.74			
ViU_PR_Stress	I feel less stressed.	3.74	1.67	0.77	0.87	0.63	0.8773
ViU_PR_Nerv	I feel less nervous.	3.75	1.73	0.79			
ViU_PR_Top	I am on top of things.	4.09	1.61	0.82			

ViU_PR_Cope	I can cope with all the things I have to do.	4.22	1.63	0.8			
ViU_Mot_Interest	I find it interesting to fulfill my study activities.	4.44	1.66	0.83	0.82	0.61	0.8298
							(continued)
ViU_Mot_Pleas	I find it pleasant to fulfill my study activities.	4.26	1.69	0.87			
ViU_Mot_Easy	I find it easy to fulfill my study activities.	4.16	1.62	0.6			
ViU_URP_Worried (recoded)	I am worried, if I can understand the course contents.	4.43	1.83	0.55	0.78	0.54	0.7889
ViU_URP_Exhaus (recoded)	I feel exhausted by the demands of the course tasks.	3.87	1.8	0.78			
ViU_URP_Afraid (recoded)	I am afraid that I won't be able to keep up with the course contents.	4.15	1.91	0.84			
ViU_URC_Security	it offers enough online security.	4.74	1.44	0.74	0.86	0.67	0.8737
ViU_URC_Activ	I trust that my activities while using the program are secure.	5.28	1.41	0.89			
ViU_URC_Confident	I trust that my personal information on the program will be kept confidential.	5.32	1.45	0.82			
ViU_URM_Correct	I believe that the course contents are correct.	5.85	1.13	0.73	0.85	0.58	0.8535
ViU_URM_Under	I believe that the course contents are understandable.	5.38	1.33	0.8			
ViU_URM_Clear	I believe that the course contents are presented clearly.	5.3	1.42	0.82			
ViU_URM_Com	I believe that the course contents are complete.	5.28	1.41	0.7			
ViU_PC_Platt	I feel a sense of control over using the platform.	4.7	1.59	0.79	0.79	0.55	0.8129
ViU_PC_StAct	I feel a sense of control over my study activities.	5.03	1.57	0.78			
ViU_PC_Inter	I feel a sense of control over interactions with users.	3.7	1.68	0.66			
IE_Talkative	I am someone who is talkative.	3.24	1.17	0.83	0.9	0.56	0.8977

IE_Reserved (recoded)	I am someone who is reserved.	3	1.17	0.66			
IE_Energy	I am someone who is full of energy.	3.36	0.96	0.68			
IE_Enthusiasm	I am someone who generates a lot of enthusiasm.	3.42	1.02	0.7			
<i>(continued)</i>							
IE_Quiet (recoded)	I am someone who tends to be quiet.	3.25	1.24	0.84			
IE_Shyness (recoded)	I am someone who is sometimes shy, inhibited.	2.77	1.22	0.71			
IE_Outgoing	I am someone who is outgoing, sociable.	3.39	1.07	0.8			
Fear_Afraid	I am most afraid of COVID-19.	2.62	1.09	0.59	0.86	0.51	0.8464
Fear_Clammy	My hands become clammy when I think about COVID-19.	1.53	0.84	0.71			
Fear_Losing	I am afraid of losing my life because of COVID-19.	1.64	1.02	0.66			
Fear_News	When watching news and stories about COVID-19 on social media, I become nervous or anxious.	2.46	1.24	0.64			
Fear_Sleep	I cannot sleep because I'm worrying about getting COVID-19.	1.33	0.75	0.79			
Fear_Heart	My heart races or palpitates when I think about getting COVID-19.	1.42	0.89	0.85			

Table 4. Properties of the measurement model (Webex)

Items	Item Formulation	Mean	SD	Factor Loading	CR	AVE	α
SQ_Multimedia	The platform uses multimedia features properly.	4.83	1.53	0.58	0.94	0.49	0.9350
SQ_Useful_Info	Through the platform, useful information is provided.	5.33	1.43	0.61			
SQ_Acc_Info	Through the platform, accurate information is provided.	5.44	1.38	0.68			

SQ_HQ_Info	Through the platform, high quality information is provided.	5.18	1.49	0.66	(continued)			
SQ_Rel_Info	The information provided through the platform is relevant to me.	5.48	1.39	0.62				
SQ_CI_Lectures	The course instructor consistently provides good lectures.	5.45	1.41	0.75				
SQ_CI_Dependable	The course instructor is dependable.	5.78	1.31	0.76				
SQ_CI_Corrects	The course instructor reliably corrects information when needed.	5.75	1.31	0.8				
SQ_CI_Responds	The course instructor quickly responds to students' needs.	5.6	1.49	0.74				
SQ_CI_Questions	The course instructor always welcomes student questions and comments.	6.15	1.21	0.72				
SQ_CI_Knowledge	The course instructor is knowledgeable in his/her field.	6.49	0.96	0.71				
SQ_CI_Thoroughly	The course instructor answers all the questions thoroughly.	5.86	1.32	0.72				
SQ_CI_Expert	I am confident the course instructor has an expert understanding of the material.	6.4	1.05	0.62				
SQ_CI_Concern	The course instructor is genuinely concerned about the students.	5.64	1.41	0.71				
SQ_CI_Longterm	The course instructor has the students' best long-term interests in mind.	5.46	1.51	0.76				
SQ_CI_Encourages	The course instructor encourages students to do their best.	5.55	1.53	0.75				
RQ_PS_Easy_Ex	It is easy to exchange knowledge with other students in the course.	3.48	1.71	0.88	0.94	0.71	0.9334	
RQ_PS_Quickly_Ex	It is easy to exchange knowledge quickly with other students in the course.	3.32	1.74	0.84				
RQ_PS_Est_Cont	There are ample opportunities to establish personal contact with	3.02	1.62	0.84				

	other students in the course.						
RQ_PS_New_Cont	The online communication tools facilitate establishing new contact with other students in the course.	2.6	1.58	0.87			
RQ_PS_Learn_Coop	The online communication tools facilitate learning cooperation with other students in the course.	2.85	1.57	0.85			
RQ_PS_Group_Work	The computer-mediated communication is conducive to group work.	2.98	1.63	0.76			
							(continued)
RQ_CI_Trust	I trust the course instructor totally.	5.52	1.38	0.61	0.94	0.65	0.9407
RQ_CI_Out_Way	The course instructor goes out of his or her way to do the best for me.	5.05	1.46	0.83			
RQ_CI_Pers_Att	I receive personal attention from the course instructor.	4.49	1.85	0.82			
RQ_CI_Important	The course instructor makes me feel important.	4.08	1.87	0.88			
RQ_CI_Values	The course instructor values my studies.	4.72	1.77	0.88			
RQ_CI_Understands	The course instructor understands what I want.	4.6	1.74	0.87			
RQ_CI_Interest	The course instructor has a strong interest in me.	3.93	1.8	0.87			
RQ_CI_Informed	The course instructor keeps me informed.	5.56	1.51	0.7			
RQ_CI_Time_Relev	The communication I receive from the course instructor is timely and relevant.	5.48	1.52	0.76			
ViU_RVPS_Contact	I have often contact to other students.	2.62	1.69	0.86	0.93	0.76	0.9279
ViU_RVPS_Close	I feel close to other students.	2.22	1.46	0.92			
ViU_RVPS_Strength	I strengthen my social relationships with other students.	2.14	1.43	0.88			
ViU_RVPS_Communi	I sense a feeling of communality with other students.	2.53	1.64	0.81			
VIU_RVCI_Close	I feel close to my course instructor.	3.09	1.72	0.87	0.92	0.8	0.9312

ViU_RVCI_Strength	I strengthen my social relationships with my course instructor.	2.61	1.57	0.91			
ViU_RVCI_Communi	I sense a feeling of communality with my course instructor.	2.97	1.67	0.9			
ViU_SP_Accept	it helps me to feel accepted by others.	2.45	1.72	0.83	0.9	0.75	0.9105
ViU_SP_Impress	it makes a good impression on other people.	2.54	1.55	0.89			
ViU_SP_Approv	it gives me social approval.	2.27	1.42	0.87			
<i>(continued)</i>							
ViU_HV_Fun	I have a lot of fun.	3.03	1.76	0.91	0.94	0.81	0.9479
ViU_HV_Enter	it is very entertaining to me.	2.87	1.69	0.93			
ViU_HV_Pleas	it gives me a lot of pleasure.	2.75	1.7	0.87			
ViU_HV_Good	I feel really good.	2.99	1.78	0.89			
ViU_Prof_Learn	I learn a lot about course contents.	4.95	1.56	0.9	0.93	0.81	0.9367
ViU_Prof_Info	I feel well informed about course contents.	5.01	1.53	0.92			
ViU_Prof_Know	I know a lot about course contents.	4.84	1.53	0.87			
ViU_TS_Effic	it is an efficient way to manage my time.	4.37	1.97	0.85	0.89	0.67	0.8955
ViU_TS_Easier	it makes my life easier.	3.95	2.08	0.88			
ViU_TS_Effort	it involves very little effort for me.	4.41	1.97	0.76			
ViU_TS_Sched	it fits with my schedule.	5.13	1.76	0.78			
ViU_SF_Unfold	I unfold myself.	3.14	1.7	0.61	0.84	0.58	0.8328
ViU_SF_Fulfill	I fulfill things that are of personal importance to me.	3.66	1.85	0.69			
ViU_SF_Hobby	I pursue my own personal hobby.	3.49	1.99	0.85			
ViU_SF_Interests	I follow and enjoy personal interests.	3.92	2.02	0.86			
ViU_FlexTime_Sched	I have control over the scheduling of my study activities.	4.54	1.95	0.93	0.91	0.78	0.9213
ViU_FlexTime_Sequ	I have control over the sequencing of my study activities.	4.51	1.88	0.93			

ViU_FlexTime_When	I can decide when to do particular study activities.	4.67	1.92	0.79			
ViU_FlexMeth_How	I am allowed to decide how to conduct my study activities.	4.62	1.8	0.88	0.9	0.76	0.9107
ViU_FlexMeth_Way	I am able to choose the way to conduct my study activities.	4.53	1.8	0.93			
ViU_FlexMeth_Meth	I am free to choose the methods to use in conducting my study activities.	4.37	1.67	0.79			
ViU_FlexSpa_Where	I am allowed to decide where I am studying.	5.81	1.64	0.9	0.88	0.71	0.8885
<i>(continued)</i>							
ViU_FlexSpa_WherPurs	I am able to choose where to pursue particular study activities.	5.53	1.61	0.89			
ViU_FlexSpa_Loc	I am independent of a specific location to pursue my study activities.	5.51	1.8	0.73			
ViU_FlexPers_Info (recoded)	I depend on other peoples' work for the information I need to pursue my study activities.	4.13	1.69	0.81	0.89	0.67	0.8976
ViU_FlexPers_Mat (recoded)	I depend on other peoples' work for the materials I need to pursue my study activities.	4.26	1.78	0.85			
ViU_FlexPers_Work (recoded)	my study activities depend on other peoples' work for their completion.	4.42	1.79	0.83			
ViU_FlexPers_Affect (recoded)	most of my study activities are affected by the work of other people.	4.72	1.78	0.8			
ViU_PR_Stress	I feel less stressed.	3.47	1.93	0.83	0.87	0.63	0.8739
ViU_PR_Nerv	I feel less nervous.	3.46	1.88	0.77			
ViU_PR_Top	I am on top of things.	3.71	1.71	0.84			
ViU_PR_Cope	I can cope with all the things I have to do.	4.02	1.82	0.72			
ViU_Mot_Interest	I find it interesting to fulfill my study activities.	4.04	1.85	0.92	0.87	0.7	0.8683

ViU_Mot_Pleas	I find it pleasant to fulfill my study activities.	3.88	1.89	0.94			
ViU_Mot_Easy	I find it easy to fulfill my study activities.	3.86	1.78	0.61			
ViU_URP_Worried (recoded)	I am worried, if I can understand the course contents.	4.19	1.92	0.63	0.77	0.53	0.7955
ViU_URP_Exhaus (recoded)	I feel exhausted by the demands of the course tasks.	3.87	1.79	0.74			
ViU_URP_Afraid (recoded)	I am afraid that I won't be able to keep up with the course contents.	4.04	1.93	0.79			
ViU_URC_Security	it offers enough online security.	4.43	1.56	0.75	0.88	0.71	0.8922
ViU_URC_Activ	I trust that my activities while using the program are secure.	4.82	1.65	0.91			
ViU_URC_Confident	I trust that my personal information on the program will be kept confidential.	4.91	1.68	0.87			
							(continued)
ViU_URM_Under	I believe that the course contents are understandable.	5.55	1.21	0.8	0.83	0.63	0.8437
ViU_URM_Clear	I believe that the course contents are presented clearly.	5.38	1.4	0.89			
ViU_URM_Com	I believe that the course contents are complete.	5.49	1.35	0.68			
ViU_PC_Platt	I feel a sense of control over using the platform.	4.37	1.67	0.75	0.75	0.5	0.7811
ViU_PC_StAct	I feel a sense of control over my study activities.	4.61	1.64	0.75			
ViU_PC_Inter	I feel a sense of control over interactions with users.	3.66	1.71	0.62			
IE_Talkative	I am someone who is talkative.	3.42	1.22	0.83	0.89	0.53	0.8871
IE_Reserved (recoded)	I am someone who is reserved.	3.03	1.12	0.73			
IE_Energy	I am someone who is full of energy.	3.45	0.99	0.6			
IE_Enthusiasm	I am someone who generates a lot of enthusiasm.	3.4	1.05	0.56			
IE_Quiet (recoded)	I am someone who tends to be quiet.	2.88	1.26	0.86			

IE_Shy (recoded)	I am someone who is sometimes shy, inhibited.	2.81	1.19	0.73			
IE_Outgoing	I am someone who is outgoing, sociable.	3.44	1.1	0.74			
Fear_Afraid	I am most afraid of COVID-19.	2.52	1.14	0.65	0.85	0.45	0.8435
Fear_Unconf	It makes me uncomfortable to think about COVID-19.	2.84	1.28	0.7			
Fear_Clammy	My hands become clammy when I think about COVID-19.	1.53	0.8	0.77			
Fear_Losing	I am afraid of losing my life because of COVID-19.	1.66	1.05	0.66			
Fear_News	When watching news and stories about COVID-19 on social media, I become nervous or anxious.	2.37	1.22	0.67			
Fear_Sleep	I cannot sleep because I'm worrying about getting COVID-19.	1.26	0.64	0.57			
							(continued)
Fear_Heart	My heart races or palpitates when I think about getting COVID-19.	1.39	0.8	0.68			

Table 5. Improvement of Cronbach's alpha (α) through item exclusion

Items	Item Formulation	α before exclusion	α after exclusion
<i>BB:</i>			
SQ_Audio	The platform uses audio elements properly.	0.9320	0.9326
SQ_Video	The platform uses video elements properly.	0.9320	0.9332
RQ_PS_Group_Work	The computer-mediated communication is conducive to group work.	0.9129	0.9158
IE_Assertive	I am someone who has an assertive personality.	0.8896	0.8977
ViU_RVCI_Contact	I have often contact to my course instructor.	0.9087	0.9192
ViU_Prof_ToDate	I am up-to-date on course contents.	0.9225	0.9259
ViU_SF_Unfold	I unfold myself.	0.8135	0.8235
ViU_CD_Save	it helps me to save on expenses.	0.5381	
ViU_CD_Reas	it causes reasonable expenses for me.		

ViU_CD_Value	it offers a good value for the effort.		
<i>Webex:</i>			
SQ_Inter_Ment_Eff	Interacting with the platform does not require a lot of mental effort.	0.9463	0.9468
RQ_CI_Ethic	I have complete confidence in the course instructor to behave ethically.	0.9373	0.9406
IE_Assertive	I am someone who has an assertive personality.	0.8851	0.8871
ViU_RVCI_Contact	I have often contact to my course instructor.	0.9110	0.9312
ViU_Prof_ToDate	I am up-to-date on course contents.	0.9357	0.9367
ViU_URM_Correct	I believe that the course contents are correct.	0.8394	0.8437
ViU_CD_Save	it helps me to save on expenses.	0.5219	
ViU_CD_Reas	it causes reasonable expenses for me.		

Table 6. Discriminant Validity (BB)

Latent Construct	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.	18.	19.	20.	21.	22.
1. SQ	0.73																					
2. RQ (PS)	0.32	0.83																				
3. RQ (CI)	0.72	0.35	0.77																			
4. RV (PS)	0.07	0.46	0.16	0.87																		
5. RV (CI)	0.34	0.42	0.52	0.37	0.87																	
6. Self-Portrayal	0.13	0.39	0.24	0.63	0.42	0.85																
7. Hedonistic Value	0.32	0.44	0.29	0.49	0.42	0.57	0.89															
8. Proficiency	0.6	0.4	0.45	0.2	0.26	0.18	0.36	0.88														
9. Task Simpl.	0.29	0.4	0.18	0.22	0.19	0.25	0.41	0.53	0.79													
10. Self-Fulfillment	0.2	0.32	0.15	0.33	0.27	0.44	0.54	0.19	0.36	0.78												
11. Time Flexibility	0.28	0.26	0.19	0.2	0.06	0.22	0.28	0.44	0.61	0.38	0.82											
12. Meth. Flexibility	0.35	0.28	0.19	0.13	0.11	0.26	0.35	0.38	0.54	0.38	0.74	0.87										
13. Space Flexibility	0.33	0.25	0.2	0.16	0.11	0.17	0.26	0.34	0.49	0.25	0.52	0.54	0.82									
14. Person Flexibility	0.06	-0.09	0.05	-0.09	0.00	-0.04	0.02	0.03	-0.06	0.04	0.02	0.08	0.00	0.81								
15. Pressure Reduc.	0.3	0.37	0.24	0.2	0.27	0.33	0.37	0.46	0.7	0.34	0.5	0.49	0.35	-0.03	0.79							
16. Motivation	0.36	0.39	0.26	0.29	0.25	0.39	0.46	0.52	0.57	0.38	0.46	0.46	0.34	-0.03	0.59	0.78						
17. UR (Perform.)	0.23	0.15	0.21	0.02	-0.03	-0.02	0.09	0.29	0.3	0.01	0.3	0.26	0.24	0.14	0.38	0.33	0.74					
18. UR (Content)	0.37	0.2	0.23	0.11	0.23	0.2	0.26	0.39	0.37	0.19	0.37	0.42	0.41	0.09	0.29	0.41	0.11	0.82				
19. UR (Misinform.)	0.64	0.24	0.53	0.16	0.25	0.21	0.27	0.58	0.36	0.25	0.44	0.38	0.41	0.11	0.38	0.42	0.39	0.41	0.76			
20. Perceiv. Control	0.3	0.46	0.22	0.29	0.29	0.34	0.34	0.49	0.57	0.25	0.41	0.43	0.39	-0.01	0.55	0.56	0.27	0.42	0.43	0.74		
21. I-E	-0.09	-0.03	0.04	0.13	0.06	0.03	-0.03	-0.09	-0.11	-0.01	-0.1	-0.08	-0.03	-0.07	-0.03	-0.1	0.06	-0.1	-0.07	-0.07	0.75	
22. Fear of COVID	-0.06	-0.02	-0.04	-0.07	0.02	0.13	0.04	-0.11	0.05	0.04	-0.11	-0.09	-0.06	0.05	0.02	-0.05	-0.25	-0.01	-0.19	-0.1	-0.13	0.71

Table 7. Discriminant Validity (Webex)

Latent Construct	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.	18.	19.	20.	21.	22.
1. SQ	0.703																					
2. RQ (PS)	0.37	0.84																				
3. RQ (CI)	0.7008	0.33	0.81																			
4. RV (PS)	0.23	0.6	0.21	0.87																		
5. RV (CI)	0.4	0.4	0.58	0.44	0.89																	
6. Self-Portrayal	0.28	0.47	0.28	0.67	0.51	0.87																
7. Hedonistic Value	0.32	0.39	0.3	0.5	0.52	0.56	0.9															
8. Proficiency	0.54	0.41	0.38	0.35	0.37	0.36	0.55	0.9														
9. Task Simpl.	0.43	0.33	0.25	0.33	0.35	0.39	0.56	0.52	0.82													
10. Self-Fulfillment	0.21	0.25	0.23	0.39	0.39	0.5	0.58	0.4	0.51	0.76												
11. Time Flexibility	0.27	0.3	0.15	0.29	0.28	0.33	0.41	0.35	0.54	0.49	0.88											
12. Meth. Flexibility	0.26	0.33	0.09	0.29	0.23	0.3	0.36	0.34	0.52	0.42	0.75	0.87										
13. Space Flexibility	0.33	0.27	0.18	0.21	0.24	0.22	0.33	0.41	0.5	0.31	0.39	0.46	0.84									
14. Person Flexibility	0.12	0.03	0.03	-0.08	-0.01	-0.02	-0.02	0.13	0.17	-0.03	0.21	0.22	0.12	0.82								
15. Pressure Reduc.	0.34	0.35	0.24	0.28	0.29	0.4	0.54	0.49	0.65	0.53	0.46	0.43	0.39	0.22	0.79							
16. Motivation	0.37	0.37	0.28	0.35	0.43	0.45	0.65	0.55	0.63	0.6	0.47	0.44	0.42	0.12	0.6	0.84						
17. UR (Perform.)	0.24	0.18	0.2	0.05	0.16	0.1	0.28	0.23	0.29	0.14	0.13	0.1	0.19	0.18	0.36	0.3	0.73					
18. UR (Content)	0.21	0.23	0.14	0.16	0.12	0.19	0.14	0.33	0.24	0.12	0.14	0.21	0.24	0.13	0.18	0.2	0.07	0.85				
19. UR (Misinform.)	0.51	0.28	0.47	0.17	0.32	0.19	0.3	0.43	0.32	0.24	0.21	0.25	0.33	0.15	0.34	0.38	0.27	0.29	0.79			
20. Perceiv. Control	0.38	0.48	0.24	0.39	0.37	0.41	0.49	0.52	0.55	0.41	0.46	0.43	0.44	0.22	0.55	0.58	0.21	0.33	0.41	0.71		
21. I-E	-0.1	-0.09	-0.13	-0.02	-0.08	-0.11	-0.05	-0.1	-0.04	0.01	0.01	0.02	-0.02	-0.03	0.01	0.00	0.03	0.02	-0.05	-0.05	0.73	
22. Fear of COVID	-0.02	0.05	0.05	0.02	0.06	0.04	0.07	0.03	-0.02	-0.12	-0.04	-0.01	0.04	-0.03	0.02	0.04	-0.08	-0.02	-0.04	0.03	-0.07	0.67

Table 8. Two-way ANOVA Results (BB)

Dependent Variable	Sum of Squares	df	Mean Square	F	p	ETA I-E	ETA Interaction	Hypotheses
Service Quality								
Model	3.57	3	1.19	1.13	0.34	0.006	0.006	H _{1a} → rejected
Error	221.21	210	1.05					H _{3a} → rejected
C. Total	224.77	213						
RQ (Peer Students)								
Model	4.43	3	1.48	0.7	0.56	0.001	0.007	H _{1b} → rejected
Error	454.29	214	2.12					H _{3b} → rejected
C. Total	458.72	217						
RQ (Course Instructor)								
Model	0.78	3	0.26	0.17	0.92	0.00004	0.002	H _{1c} → rejected
Error	328.96	211	1.56					H _{3c} → rejected
C. Total	329.75	214						
Relational Value (Course Instructor)								
Model	3.1	3	1.03	0.52	0.67	0.0005	0.002	H _{2a} → rejected
Error	417.09	211	1.98					H _{4a} → rejected
C. Total	420.19	214						
Relational Value (Peer Students)								
Model	6.65	3	2.22	1.02	0.39	0.012	0.0007	H _{2b} → rejected
Error	469.04	215	2.18					H _{4b} → rejected
C. Total	475.69	218						
Self-Portrayal								
Model	12.89	3	4.3	2.21	0.09	0.0008	0.005	H _{2c} → rejected
Error	409.8	211	1.94					H _{4c} → rejected
C. Total	422.69	214						
Hedonistic Value								
Model	3.54	3	1.18	0.54	0.65	0.001	0.0003	H _{2d} → rejected
Error	458.57	211	2.17					H _{4d} → rejected
C. Total	462.1	214						

(continued)

Proficiency								
Model	8.76	3	2.92	1.53	0.21	0.011	0.0009	H _{2e} → rejected
Error	406.84	213	1.91					H _{4e} → rejected
C. Total	415.6	216						
Task Simplification								
Model	3.45	3	1.15	0.55	0.65	0.006	0.001	H _{2f} → rejected
Error	450.46	214	2.1					H _{4f} → rejected
C. Total	453.91	217						
Self-Fulfillment								
Model	2.37	3	0.79	0.31	0.82	0.001	0.001	H _{2g} → rejected
Error	541.29	212	2.55					H _{4g} → rejected
C. Total	543.66	215						
Time Flexibility								
Model	10.02	3	3.34	1.31	0.27	0.008	0.007	H _{2h} → rejected
Error	546.67	215	2.54					H _{4h} → rejected
C. Total	556.69	218						
Method Flexibility								
Model	4.37	3	1.46	0.63	0.6	0.008	0.001	H _{2i} → rejected
Error	495.92	214	2.32					H _{4i} → rejected
C. Total	500.29	217						
Space Flexibility								
Model	5.13	3	1.71	0.76	0.52	0.004	0.0001	H _{2j} → rejected
Error	478.87	212	2.26					H _{4j} → rejected
C. Total	484	215						
Person Flexibility								
Model	6.17	3	2.06	0.98	0.4	0.00005	0.012	H _{2k} → rejected
Error	449.49	215	2.09					H _{4k} → rejected
C. Total	455.67	218						
Pressure Reduction								
Model	6.21	3	2.07	1.02	0.38	0.003	0.009	H _{2l} → rejected
Error	430.13	212	2.03					H _{4l} → rejected
C. Total	436.34	215						

(continued)

Motivation								
Model	5.6	3	1.87	0.9	0.44	0.011	0.0005	H _{2m} → rejected
Error	441.14	214	2.06					H _{4m} → rejected
C. Total	446.74	217						
Uncertainty Reduction (Own Performance)								
Model	14.61	3	4.87	2.08	0.1	0.007	0.002	H _{2n} → rejected
Error	496.72	212	2.34					H _{4n} → rejected
C. Total	511.33	215						
Uncertainty Reduction (Content)								
Model	3.34	3	1.11	0.66	0.58	0.008	0.0006	H _{2o} → rejected
Error	354.96	210	1.69					H _{4o} → rejected
C. Total	358.3	213						
Uncertainty Reduction (Misinformation)								
Model	7.24	3	2.41	2.1	0.1	0.007	0.0004	H _{2p} → rejected
Error	241.46	210	1.15					H _{4p} → rejected
C. Total	248.7	213						
Perceived Control								
Model	1.66	3	0.55	0.28	0.84	0.0001	0.002	H _{2q} → rejected
Error	420.59	215	1.96					H _{4q} → rejected
C. Total	422.25	218						

Table 9. Mean Values (BB)

Dependent Variable	Mean (SE)							
	Introverted	Extraverted	Low Fear	High Fear	Extraverted High Fear	Extraverted Low Fear	Introverted High Fear	Introverted Low Fear
SQ	5.68 (0.09)	5.52 (5.52)	5.65 (0.1)	5.54 (0.1)	5.56 (0.16)	5.48 (0.14)	5.55 (0.13)	5.81 (0.13)
RQ (Peer Students)	3.25 (0.13)	3.15 (0.15)	3.22 (0.13)	3.17 (0.14)	3.23 (0.23)	3.07 (0.19)	3.09 (0.19)	3.41 (0.19)
RQ (Course Instructor)	4.74 (0.11)	4.72 (0.13)	4.71 (0.12)	4.71 (0.12)	4.77 (0.19)	4.67 (0.17)	4.67 (0.16)	4.8 (0.16)
Relational Value (Course Instructor)	2.48 (0.13)	2.54 (0.15)	2.36 (0.13)	2.61 (0.14)	2.72 (0.22)	2.37 (0.19)	2.53 (0.18)	2.44 (0.18)

(continued)

Relational Value (Peer Students)	2.32 (0.13)	2.65 (0.15)	2.46 (0.13)	2.46 (0.15)	2.59 (0.23)	2.72 (0.2)	2.34 (0.19)	2.31 (0.19)
Self-Portrayal	2.42 (0.13)	2.5 (0.14)	2.2 (0.13)	2.7 (0.14)	2.62 (0.22)	2.38 (0.19)	2.73 (0.18)	2.11 (0.18)
Hedonistic Value	2.79 (0.14)	2.68 (0.15)	2.59 (0.13)	2.87 (0.14)	2.82 (0.23)	2.54 (0.2)	2.88 (0.19)	2.7 (0.19)
Proficiency	5.35 (0.13)	5.05 (0.14)	5.34 (0.13)	5.08 (0.13)	4.96 (0.21)	5.14 (0.18)	5.18 (0.18)	5.52 (0.18)
Task Simplification	4.66 (0.13)	4.45 (0.15)	4.49 (0.13)	4.63 (0.14)	4.43 (0.22)	4.46 (0.2)	4.75 (0.19)	4.57 (0.18)
Self-Fulfillment	3.82 (0.15)	3.72 (0.16)	3.68 (0.15)	3.91 (0.16)	3.76 (0.25)	3.68 (0.22)	3.94 (0.21)	3.7 (0.2)
Time Flexibility	5 (0.15)	4.7 (0.16)	4.95 (0.14)	4.78 (0.15)	4.44 (0.25)	4.96 (0.21)	5.02 (0.21)	4.98 (0.2)
Method Flexibility	4.87 (0.14)	4.59 (0.16)	4.79 (0.14)	4.76 (0.15)	4.51 (0.23)	4.68 (0.21)	4.88 (0.2)	4.85 (0.19)
Space Flexibility	5.6 (0.14)	5.41 (0.16)	5.37 (0.14)	5.65 (0.15)	5.5 (0.23)	5.31 (0.2)	5.73 (0.2)	5.47 (0.19)
Person Flexibility	4.63 (0.13)	4.65 (0.15)	4.56 (0.13)	4.67 (0.14)	4.89 (0.22)	4.42 (0.19)	4.56 (0.19)	4.71 (0.18)
Pressure Reduction	4 (0.13)	3.84 (0.15)	3.85 (0.13)	4.06 (0.14)	3.76 (0.22)	3.93 (0.19)	4.2 (0.19)	3.81 (0.18)
Motivation	4.4 (0.13)	4.09 (0.15)	4.31 (0.13)	4.26 (0.14)	4.01 (0.22)	4.18 (0.19)	4.38 (0.19)	4.43 (0.18)
Uncertainty Reduction (Own Performance)	4.03 (0.14)	4.28 (0.16)	4.37 (0.14)	3.89 (0.15)	4 (0.24)	4.56 (0.21)	3.88 (0.2)	4.18 (0.19)
Uncertainty Reduction (Content)	5.2 (0.12)	4.96 (0.13)	5.11 (0.12)	5.1 (0.13)	4.98 (0.2)	4.94 (0.18)	5.15 (0.17)	5.24 (0.17)
Uncertainty Reduction (Misinformation)	5.53 (0.1)	5.34 (0.11)	5.58 (0.1)	5.32 (0.11)	5.15 (0.17)	5.53 (0.15)	5.38 (0.14)	5.67 (0.14)
Perceived Control	4.48 (0.13)	4.45 (0.14)	4.52 (0.13)	4.43 (0.14)	4.44 (0.22)	4.45 (0.19)	4.36 (0.18)	4.59 (0.18)

Table 10. Two-way ANOVA Results (Webex)

Dependent Variable	Sum of Squares	df	Mean Square	F	p	ETA I-E	ETA Interaction	Hypotheses
Service Quality								
Model	0.13	3	0.04	0.46	0.99	0.0002	0.00002	H _{1a} → rejected
Error	210.07	222	0.95					H _{3a} → rejected
C. Total	210.2	225						
RQ (Peer Students)								
Model	7.35	3	2.45	1.2	0.31	0.004	0.012	H _{1b} → rejected

Error	467.84	230	2.03						H _{3b} → rejected
C. Total	475.19	233							(continued)
RQ (Course Instructor)									
Model	2.79	3	0.93	0.48	0.69	0.003	0.003		H _{1c} → rejected
Error	432.51	225	1.92						H _{3c} → rejected
C. Total	435.3	228							
Relational Value (Course Instructor)									
Model	12.42	3	4.14	1.7	0.17	0.0008	0.022		H _{2a} → rejected
Error	550.97	228	2.42						H _{4a} → rejected
C. Total	563.39	231							
Relational Value (Peer Students)									
Model	1.46	3	0.49	0.25	0.86	0.002	0.001		H _{2b} → rejected
Error	444.06	226	1.96						H _{4b} → rejected
C. Total	445.52	229							
Self-Portrayal									
Model	3.99	3	1.33	0.62	0.6	0.007	0.000001		H _{2c} → rejected
Error	479.06	225	2.13						H _{4c} → rejected
C. Total	483.04	228							
Hedonistic Value									
Model	7.32	3	2.44	0.94	0.42	0.00003	0.012		H _{2d} → rejected
Error	590.64	228	2.59						H _{4d} → rejected
C. Total	597.96	231							
Proficiency									
Model	2.97	3	0.99	0.47	0.71	0.0007	0.005		H _{2e} → rejected
Error	485.93	229	2.12						H _{4e} → rejected
C. Total	488.9	232							
Task Simplification									
Model	5.1	3	1.7	0.58	0.63	0.0001	0.002		H _{2f} → rejected
Error	668.58	230	2.91						H _{4f} → rejected
C. Total	673.68	233							
Self-Fulfillment									
Model	12.26	3	4.09	1.74	0.16	0.0006	0.002		H _{2g} → rejected

Error	526.1	224	2.35						$H_{4g} \rightarrow$ rejected
C. Total	538.36	227							
<i>(continued)</i>									
Time Flex- ibility									
Model	13.01	3	4.34	1.35	0.26	0.009	0.0003		$H_{2h} \rightarrow$ rejected
Error	729.64	227	3.21						$H_{4h} \rightarrow$ rejected
C. Total	742.65	230							
Method Flexibility									
Model	6.83	3	2.28	0.87	0.46	0.004	0.002		$H_{2i} \rightarrow$ rejected
Error	604.05	230	2.63						$H_{4i} \rightarrow$ rejected
C. Total	610.88	233							
Space Flex- ibility									
Model	1.79	3	0.6	0.26	0.86	0.002	0.0009		$H_{2j} \rightarrow$ rejected
Error	536.56	230	2.33						$H_{4j} \rightarrow$ rejected
C. Total	538.35	233							
Person Flex- ibility									
Model	9.38	3	3.13	1.34	0.26	0.002	0.008		$H_{2k} \rightarrow$ rejected
Error	530.22	227	2.34						$H_{4k} \rightarrow$ rejected
C. Total	539.6	230							
Pressure Reduction									
Model	4.74	3	1.58	0.64	0.59	0.002	0.002		$H_{2l} \rightarrow$ rejected
Error	563.39	228	2.47						$H_{4l} \rightarrow$ rejected
C. Total	568.13	231							
Motivation									
Model	2.77	3	0.92	0.34	0.8	0.0007	0.003		$H_{2m} \rightarrow$ rejected
Error	619.34	228	2.72						$H_{4m} \rightarrow$ rejected
C. Total	622.11	231							
Uncertainty Reduction (Own Performance)									
Model	10.73	3	3.58	1.42	0.24	0.0006	0.011		$H_{2n} \rightarrow$ rejected
Error	577.98	230	2.51						$H_{4n} \rightarrow$ rejected
C. Total	588.71	233							
Uncertainty Reduction (Content)									
Model	1.8	3	0.6	0.27	0.85	0.00001	0.003		$H_{2o} \rightarrow$ rejected

								xxv
Error	507.93	230						H _{4o} → rejected
C. Total	509.73	233						(continued)
Uncertainty Reduction (Misinformation)								
Model	3.99	3	1.33	1.01	0.39	0.002	0.011	H _{2p} → rejected
Error	301.57	229	1.32					H _{4p} → rejected
C. Total	305.56	232						
Perceived Control								
Model	0.11	3	0.04	0.02	0.99	0.0002	0.00006	H _{2q} → rejected
Error	448.36	229	1.96					H _{4q} → rejected
C. Total	448.47	232						

Table 11. Mean Values (Webex)

Dependent Variable	Mean (SE)							
	Introverted	Extraverted	Low Fear	High Fear	Extraverted High Fear	Extraverted Low Fear	Introverted High Fear	Introverted Low Fear
SQ	5.66 (0.09)	5.63 (0.09)	5.67 (0.09)	5.62 (0.09)	5.61 (0.14)	5.66 (0.12)	5.65 (0.13)	5.68 (0.13)
RQ (Peer Students)	3.13 (0.13)	2.94 (0.13)	3.05 (0.13)	3.05 (0.14)	2.77 (0.21)	3.12 (0.17)	3.28 (0.18)	2.98 (0.19)
RQ (Course Instructor)	4.89 (0.13)	4.74 (0.13)	4.79 (0.12)	4.86 (0.13)	4.68 (0.2)	4.79 (0.17)	4.99 (0.18)	4.78 (0.19)
Relational Value (Course Instructor)	2.91 (0.14)	2.82 (0.15)	2.9 (0.14)	2.9 (0.15)	2.59 (0.23)	3.06 (0.18)	3.14 (0.2)	2.68 (0.21)
Relational Value (Peer Students)	2.41 (0.13)	2.29 (0.13)	2.36 (0.13)	2.34 (0.13)	2.22 (0.2)	2.36 (0.17)	2.45 (0.18)	2.38 (0.19)
Self-Portrayal	2.55 (0.14)	2.3 (0.14)	2.47 (0.13)	2.38 (0.14)	2.25 (0.22)	2.36 (0.17)	2.49 (0.19)	2.61 (0.2)
Hedonistic Value	2.9 (0.15)	2.88 (0.15)	2.93 (0.14)	2.87 (0.15)	2.67 (0.23)	3.09 (0.19)	3.04 (0.21)	2.75 (0.22)
Proficiency	4.96 (0.14)	4.88 (0.14)	4.91 (0.13)	4.94 (0.14)	4.79 (0.21)	4.97 (0.17)	5.08 (0.19)	4.84 (0.2)
Task Simplification	4.47 (0.16)	4.43 (0.16)	4.58 (0.15)	4.31 (0.16)	4.22 (0.25)	4.63 (0.2)	4.41 (0.22)	4.53 (0.23)
Self-Fulfillment	3.47 (0.14)	3.54 (0.15)	3.75 (0.14)	3.29 (0.15)	3.26 (0.23)	3.83 (0.19)	3.33 (0.2)	3.61 (0.21)
Time Flexibility	4.39 (0.17)	4.73 (0.17)	4.72 (0.16)	4.4 (0.17)	4.57 (0.26)	4.9 (0.21)	4.28 (0.23)	4.49 (0.24)
Method Flexibility	4.39 (0.15)	4.6 (0.15)	4.62 (0.14)	4.41 (0.16)	4.43 (0.24)	4.77 (0.19)	4.38 (0.21)	4.4 (0.22)
Space Flexibility	5.56 (0.14)	5.7 (0.14)	5.6 (0.14)	5.63 (0.15)	5.68 (0.23)	5.71 (0.18)	5.63 (0.2)	5.48 (0.2)

Person Flexibility	4.41 (0.14)	4.28 (0.14)	4.51 (0.14)	4.23 (0.15)	3.99 (0.22)	4.57 (0.19)	4.4 (0.2)	4.41 (0.2)
<i>(continued)</i>								
Pressure Reduction	3.59 (0.15)	3.72 (0.15)	3.78 (0.14)	3.54 (0.15)	3.56 (0.23)	3.89 (0.19)	3.56 (0.2)	3.62 (0.21)
Motivation	3.86 (0.15)	3.95 (0.16)	3.97 (0.15)	3.88 (0.16)	3.83 (0.24)	4.07 (0.2)	3.92 (0.21)	3.8 (0.22)
Uncertainty Reduction (Own Performance)	3.98 (0.15)	4.05 (0.15)	4.16 (0.14)	3.9 (0.15)	3.77 (0.23)	4.34 (0.19)	4.03 (0.2)	3.93 (0.21)
Uncertainty Reduction (Content)	4.73 (0.14)	4.74 (0.14)	4.77 (0.13)	4.68 (0.14)	4.62 (0.22)	4.85 (0.18)	4.76 (0.19)	4.69 (0.2)
Uncertainty Reduction (Misinformation)	5.52 (0.11)	5.42 (0.11)	5.51 (0.1)	5.44 (0.11)	5.26 (0.17)	5.59 (0.14)	5.6 (0.15)	5.44 (0.15)
Perceived Control	4.23 (0.13)	4.19 (0.13)	4.2 (0.12)	4.2 (0.13)	4.18 (0.2)	4.2 (0.17)	4.24 (0.18)	4.21 (0.19)

Table 12. One-way ANOVA results for Academic Field (BB)

Dependent Variable	Sum of Squares	df	Mean Square	F	p	ETA
Service Quality						
Model	10.91	6	1.82	1.77	0.12	0.048
Error	218.72	213	1.03			
C. Total	229.63	219				
RQ (Peer Students)						
Model	7.74	6	1.29	0.61	0.72	0.017
Error	458.11	218	2.1			
C. Total	465.85	224				
RQ (Course Instructor)						
Model	19.88	6	3.31	2.16	0.048	0.057
Error	327.54	214	1.53			
C. Total	347.42	220				
Relational Value (Course Instructor)						
Model	10.34	6	1.72	0.86	0.52	0.024
Error	426.94	214	2			
C. Total	437.28	220				
Relational Value (Peer Students)						
Model	16.16	6	2.69	1.24	0.29	0.033

Error	472.33	218	2.17
C. Total	488.49	224	

(continued)

Self-Portrayal

Model	14.09	6	2.35	1.18	0.32	0.032
Error	426.67	214	2			
C. Total	440.75	220				

Hedonistic Value

Model	21.46	6	3.58	1.69	0.12	0.045
Error	452.22	214	2.11			
C. Total	473.68	220				

Proficiency

Model	16.15	6	2.69	1.44	0.2	0.038
Error	403.63	216	1.87			
C. Total	419.79	222				

Task Simplification

Model	28.14	6	4.69	2.29	0.036	0.059
Error	445.87	218	2.05			
C. Total	474	224				

Self-Fulfillment

Model	7.58	6	1.26	0.47	0.83	0.013
Error	576.5	216	2.67			
C. Total	584.08	222				

Time Flexibility

Model	29.44	6	4.91	2.03	0.06	0.053
Error	530.58	219	2.42			
C. Total	560.02	225				

Method Flexibility

Model	26.64	6	4.44	2.01	0.07	0.052
Error	482.01	218	2.21			
C. Total	508.65	224				

Space Flexibility

Model	21.67	6	3.61	1.6	0.15	0.042
Error	488.73	216	2.26			
C. Total	510.4	222				

Person Flexibility

Model	4.47	6	0.74	0.34	0.91	0.009
Error	473.05	219	2.16			

C. Total	477.52	225				
Pressure Reduction						
Model	19.82	6	3.3	1.64	0.14	0.044
Error	434.5	216	2.01			
						(continued)
C. Total	454.32	222				
Motivation						
Model	16.15	6	2.69	1.33	0.25	0.036
Error	438.9	216	2.03			
C. Total	455.06	222				
Uncertainty Reduction (Own Performance)						
Model	22.44	6	3.74	1.58	0.15	0.042
Error	508.6	215	2.37			
C. Total	531.04	221				
Uncertainty Reduction (Content)						
Model	6.49	6	1.08	0.64	0.69	0.018
Error	357.51	213	1.68			
C. Total	364.01	219				
Uncertainty Reduction (Misinformation)						
Model	2.97	6	0.5	0.4	0.88	0.011
Error	264.87	213	1.24			
C. Total	267.84	219				
Perceived Control						
Model	15.83	6	2.64	1.4	0.22	0.037
Error	411.38	218	1.89			
C. Total	427.21	224				

Table 13. Post-Hoc Tukey-Kramer HSD - RQ (Course Instructor)

Academic Field	N	Mean (SD)	Std. Error	95% Confidence Interval		p-value
				Lower Bound	Upper Bound	
Humanities	36	5.29 (1.21)	0.21	4.88	5.69	0.0377
Economic and Social Sciences	59	4.48 (1.3)	0.16	4.16	4.8	

Table 14. One-way ANOVA results for Academic Field (Webex)

Dependent Variable	Sum of Squares	df	Mean Square	F	p	ETA
Service Quality						
Model	5.01	6	0.84	0.9	0.49	0.024
Error	205.6	222	0.93			
C. Total	210.61	228				
RQ (Peer Students)						
Model	24.79	6	4.13	2.09	0.06	0.052
Error	454.47	230	1.98			
C. Total	479.26	236				
RQ (Course Instructor)						
Model	36.39	6	6.07	3.39	0.0032	0.083
Error	400.54	224	1.79			
C. Total	436.93	230				
Relational Value (Course Instructor)						
Model	19.88	6	3.31	1.38	0.22	0.035
Error	548.1	228	2.4			
C. Total	567.97	234				
Relational Value (Peer Students)						
Model	25.46	6	4.24	2.26	0.039	0.057
Error	423.84	226	1.88			
C. Total	449.3	232				
Self-Portrayal						
Model	19.76	6	3.29	1.59	0.15	0.041
Error	465.07	225	2.07			
C. Total	484.83	231				
Hedonistic Value						
Model	22.66	6	3.78	1.48	0.18	0.038
Error	580.67	228	2.55			
C. Total	603.33	234				
Proficiency						
Model	9.34	6	1.56	0.73	0.63	0.019
Error	487.64	229	2.13			
C. Total	496.98	235				
Task Simplification						
Model	16.47	6	2.75	0.95	0.46	0.024
Error	661.6	230	2.88			

C. Total	678.07	236				
Self-Fulfillment						
Model	29.74	6	4.96	2.15	0.0488	0.054
Error	516.16	224	2.3			
C. Total	545.9	230				(continued)
Time Flexibility						
Model	24.46	6	4.08	1.28	0.27	0.033
Error	723.44	227	3.19			
C. Total	747.9	233				
Method Flexibility						
Model	14.79	6	2.47	0.94	0.47	0.024
Error	601.75	230	2.62			
C. Total	616.54	236				
Space Flexibility						
Model	12.54	6	2.09	0.9	0.5	0.023
Error	535.07	230	2.33			
C. Total	547.61	236				
Person Flexibility						
Model	12.89	6	2.15	0.91	0.49	0.023
Error	535.61	227	2.36			
C. Total	548.49	233				
Pressure Reduction						
Model	7.79	6	1.3	0.52	0.79	0.014
Error	568.72	228	2.49			
C. Total	576.51	234				
Motivation						
Model	21	6	3.5	1.31	0.25	0.034
Error	604.15	226	2.67			
C. Total	625.15	232				
Uncertainty Reduction (Own Performance)						
Model	7.79	6	1.3	0.51	0.8	0.013
Error	583.45	230	2.54			
C. Total	591.24	236				
Uncertainty Reduction (Content)						
Model	18.48	6	3.08	1.42	0.21	0.036
Error	498.03	230	2.17			
C. Total	516.51	236				

**Uncertainty Reduction
(Misinformation)**

Model	10.02	6	1.67	1.27	0.27	0.032
Error	302.14	229	1.32			
C. Total	312.16	235				

(continued)

Perceived Control

Model	21.92	6	3.65	1.92	0.08	0.048
Error	434.65	228	1.91			
C. Total	456.56	234				

Table 15. Post-Hoc Tukey-Kramer HSD - RQ (Course Instructor)

Academic Field	N	Mean (SD)	Std. Error	95% Confidence Interval		p-value
				Lower Bound	Upper Bound	
Humanities -	48	5.48 (1.29)	0.19	5.1	5.86	0.0104
Economic and Social Sciences	58	4.57 (1.28)	0.18	4.22	4.9	
Humanities -	48	5.48 (1.29)	0.19	5.1	5.86	0.0078
Medical Sciences	12	3.94 (1.3)	0.39	3.17	4.7	

Table 16. Post-Hoc Tukey-Kramer HSD - Self-Fulfillment

Academic Field	N	Mean (SD)	Std. Error	95% Confidence Interval		p-value
				Lower Bound	Upper Bound	
Medical Sciences -	12	4.52 (1.01)	0.44	3.66	5.38	0.0460
Economic and Social Sciences	59	3.08 (1.37)	0.2	2.69	3.47	

Table 17. One-way ANOVA results for Gender (BB)

Dependent Variable	Sum of Squares	df	Mean Square	F	p	ETA
Service Quality						
Model	1.98	2	0.99	0.94	0.39	0.009

Error	227.65	217	1.05			
C. Total	229.63	219				
RQ (Peer Students)						
Model	0.01	2	0.007	0.003	0.99	0.00003
Error	465.84	222	2.1			
C. Total	465.85	224				
<i>(continued)</i>						
RQ (Course Instructor)						
Model	3.97	2	1.99	1.26	0.29	0.011
Error	343.44	218	1.58			
C. Total	347.42	220				
Relational Value (Course Instructor)						
Model	2.48	2	1.24	0.62	0.54	0.006
Error	434.8	218	1.99			
C. Total	437.28	220				
Relational Value (Peer Students)						
Model	0.92	2	0.46	0.21	0.81	0.002
Error	487.57	222	2.2			
C. Total	488.49	224				
Self-Portrayal						
Model	1.89	2	0.95	0.47	0.63	0.004
Error	438.86	218	2.01			
C. Total	440.75	220				
Hedonistic Value						
Model	2.43	2	1.21	0.56	0.57	0.005
Error	471.25	218	2.16			
C. Total	473.68	220				
Proficiency						
Model	3.49	2	1.74	0.92	0.4	0.008
Error	416.3	220	1.89			
C. Total	419.79	222				
Task Simplification						
Model	0.1	2	0.05	0.02	0.98	0.0002
Error	473.9	222	2.13			
C. Total	474	224				
Self-Fulfillment						
Model	3.72	2	1.86	0.71	0.5	0.006
Error	580.36	220	2.64			

C. Total	584.08	222				
Time Flexibility						
Model	0.04	2	0.02	0.008	0.99	0.00007
Error	559.98	223	2.51			
C. Total	560.02	225				

(continued)

Method Flexibility

Model	0.54	2	0.27	0.12	0.89	0.001
Error	508.11	222	2.29			
C. Total	508.65	224				

Space Flexibility

Model	1.54	2	0.77	0.33	0.72	0.003
Error	508.86	220	2.31			
C. Total	510.4	222				

Person Flexibility

Model	8.67	2	4.34	2.06	0.13	0.018
Error	468.84	223	2.1			
C. Total	477.52	225				

Pressure Reduction

Model	7.31	2	3.66	1.8	0.17	0.016
Error	447	220	2.03			
C. Total	454.32	222				

Motivation

Model	2.14	2	1.07	0.52	0.6	0.005
Error	452.92	220	2.06			
C. Total	455.06	222				

**Uncertainty Reduction
(Own Performance)**

Model	12.74	2	6.37	2.69	0.07	0.024
Error	518.29	219	2.37			
C. Total	531.04	221				

**Uncertainty Reduction
(Content)**

Model	1.07	2	0.53	0.32	0.73	0.003
Error	362.94	217	1.67			
C. Total	364.01	219				

**Uncertainty Reduction
(Misinformation)**

Model	0.63	2	0.31	0.25	0.78	0.002
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Error	267.21	217	1.23			
C. Total	267.84	219				
Perceived Control						
Model	2.07	2	1.03	0.54	0.58	0.005
Error	425.14	222	1.92			
C. Total	427.21	224				

Table 18. One-way ANOVA results for Gender (Webex)

Dependent Variable	Sum of Squares	df	Mean Square	F	p	ETA
Service Quality						
Model	1.58	2	0.79	0.85	0.43	0.007
Error	209.03	226	0.92			
C. Total	210.61	228				
RQ (Peer Students)						
Model	4.13	2	2.06	1.02	0.36	0.009
Error	475.13	234	2.03			
C. Total	479.26	236				
RQ (Course Instructor)						
Model	2.25	2	1.12	0.59	0.56	0.005
Error	434.68	228	1.91			
C. Total	436.93	230				
Relational Value (Course Instructor)						
Model	1.21	2	0.6	0.25	0.78	0.002
Error	566.77	232	2.44			
C. Total	567.97	234				
Relational Value (Peer Students)						
Model	0.37	2	0.19	0.1	0.91	0.0008
Error	448.93	230	1.95			
C. Total	449.3	232				
Self-Portrayal						
Model	1.81	2	0.9	0.43	0.65	0.004
Error	483.02	229	2.11			
C. Total	484.83	231				
Hedonistic Value						
Model	5.92	2	2.96	1.15	0.32	0.01
Error	597.41	232	2.58			

Model	14.69	2	7.34	2.98	0.05	0.025
Error	576.55	234	2.46			
C. Total	591.24	236				
Uncertainty Reduction (Content)						
Model	7.58	2	3.79	1.74	0.18	0.015
Error	508.93	234	2.17			
C. Total	516.51	236				(continued)
Uncertainty Reduction (Misinformation)						
Model	3.75	2	1.88	1.42	0.24	0.012
Error	308.41	233	1.32			
C. Total	312.16	235				
Perceived Control						
Model	2.67	2	1.33	0.68	0.51	0.006
Error	453.89	232	1.96			
C. Total	456.56	234				

Table 19. Post-Hoc Tukey-Kramer HSD – Proficiency

Gender	N	Mean (SD)	Std. Error	95% Confidence Interval		p-value
				Lower Bound	Upper Bound	
Male	64	5.01 (1.53)	0.18	4.65	5.36	0.0117
- Diverse	3	2.56 (1.39)	0.83	0.92	4.19	
Female	169	4.94 (1.4)	0.11	4.73	5.16	0.0128
- Diverse	3	2.56 (1.39)	0.83	0.92	4.19	

Appendix 2. Questionnaire

Dear participant,

as part of my master's thesis at the Marketing Department of Freie Universität Berlin, I am conducting this questionnaire, which takes about ten minutes. The topic is the evaluation of e-learning services provided by Freie Universität Berlin during the COVID-19 pandemic.

Please read the text elements, questions and answers carefully. There are no right or wrong answers. Your participation is entirely voluntary. All of your answers will be anonymous and will never be linked to you personally. They will only be used in the context of my master's thesis.

If you have any questions, please feel free to contact me by e-mail (kathilohma@zedat.fu-berlin.de).

I am glad that you are taking the time to answer this questionnaire. Thank you very much!

Katharina Lohmann

P.S.: At the end of the questionnaire you also have the chance to win one out of ten €20 Amazon gift cards. As soon as the data collection phase is completed, winners and non-winners will be notified. In addition, I donate 10 cents per questionnaire to the "Deutsches Kinderhilfswerk", which is committed to equal educational opportunities for children and to combating child poverty.

Did you participate in at least one online course at Freie Universität Berlin during the 2020 summer semester?

- ☐ Yes
- ☐ No

My age is an...

- ☐ even number
- ☐ odd number

[illegible]

[illegible]

I am someone who...	Strongly Disagree				Strongly Agree
is talkative	☐	☐	☐	☐	☐
is reserved	☐	☐	☐	☐	☐
is full of energy	☐	☐	☐	☐	☐
generates a lot of enthusiasm	☐	☐	☐	☐	☐
tends to be quiet	☐	☐	☐	☐	☐
has an assertive personality	☐	☐	☐	☐	☐
is sometimes shy, inhibited	☐	☐	☐	☐	☐
is outgoing, sociable	☐	☐	☐	☐	☐
Overall, I am someone who is extraverted.	☐	☐	☐	☐	☐

The following statements relate to your feelings regarding the COVID-19 pandemic. Please indicate your level of agreement.

	<i>Strongly Disagree</i>				<i>Strongly Agree</i>
I am most afraid of COVID-19.	☐	☐	☐	☐	☐
It makes me uncomfortable to think about COVID-19.	☐	☐	☐	☐	☐
My hands become clammy when I think about COVID-19.	☐	☐	☐	☐	☐
I am afraid of losing my life because of COVID-19.	☐	☐	☐	☐	☐
When watching news and stories about COVID-19 on social media, I become nervous or anxious.	☐	☐	☐	☐	☐
I cannot sleep because I'm worrying about getting COVID-19.	☐	☐	☐	☐	☐
My heart races or palpitates when I think about getting COVID-19.	☐	☐	☐	☐	☐
Overall, I fear COVID-19.	☐	☐	☐	☐	☐

You are almost done with the questionnaire. The last part includes some final demographic questions.

Which gender do you identify yourself with?

- ☐ Female
- ☐ Male
- ☐ Diverse

What is your age?

- ☐ 17 or younger
- ☐ 18-20
- ☐ 21-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50 or older

Do you have children?

- ☐ Yes
- ☐ No

In which university program are you currently enrolled?

- ☐ Bachelor's degree program
- ☐ Master's degree program
- ☐ Doctoral degree program
- ☐ Other

Are you an exchange student at Freie Universität Berlin?

- ☐ Yes
- ☐ No

What semester were you in during the online summer semester 2020?

- ☐ 1. - 2.
- ☐ 3. - 4.
- ☐ 5. - 6.
- ☐ > 6

In which academic field are you currently enrolled?

- ☐ Medical Sciences
- ☐ Natural Sciences and Mathematics
- ☐ Humanities

-
- ☐ Economic and Social Sciences
 - ☐ Education
 - ☐ Psychology
 - ☐ Other field of study

What is your current employment status?

- ☐ Employed full-time (40+ hours a week)
- ☐ Employed part-time (less than 40 hours a week)
- ☐ Unemployed (currently looking for work)
- ☐ Unemployed (not currently looking for work)
- ☐ Self-employed
- ☐ Other

What is your monthly household income?

- ☐ < €400
- ☐ €400 - €800
- ☐ €800 - €1200
- ☐ > €1200
- ☐ Prefer not to say

If you would like to participate in the lottery and win one out of ten €20 Amazon gift cards, please enter your e-mail address here. As soon as the data collection phase is completed, you will be notified of your win or non-win. Good luck!

Thank you very much for your participation.