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Mobile authentication service in Nigeria: An assessment of community pharmacists'
acceptance and providers' views of successes and challenges of deployment

Online Appendix. Measuring the Technology Acceptance Model constructs

SECTION B: Awareness   (Yes, No)
1. I am aware of the MAS
2. My patients are aware of the MAS
3. I have used the MAS before
4. My patients have used the MAS before

SECTION C: Perceived Usefulness (Yes, No)
5. It will enable me to verify the authenticity of medicines quickly
6. It will be useful in rapid reduction of counterfeit medicines
7. It will allow both patients and healthcare practitioners to verify the authenticity of medicines
8. It is not useful to me as a practitioner
9. I am not convinced that it can detect all fake medication

SECTION D: Perceived Ease of Use (Yes, No)
10. I feel that using the MAS will be easy for me
11. The use of MAS is clear and understandable
12. I find the MAS a flexible way to authenticate medicines
13. I feel that my ability to use MAS is not limited by experience
14. The service is poorly planned/ structured
15. The service wastes time

SECTION E: Attitude towards Usage (Yes, No)
16. I believe it is a good idea to use MAS
17. I like the idea of using MAS to authenticate medicines
18. The MAS is a positive step in curbing counterfeit medicines
19. The MAS though useful to the customer would not be good for my reputation as a practitioner
20. I would rather be sure to get my drugs from validated sources than use the MAS
21. The MAS is just another money bag opportunity for a group of individuals

SECTION F: Perceived Reliability (Yes, No)
22. I find the various processes of the MAS well integrated
23. There is no potential or known failure with the use of MAS
24. I believe external factors (like mobile network services etc.) won't affect the effectiveness of MAS
25. I do not have confidence in the professional soundness of the MAS
26. I would rather have a service that can detect substandard medicines in addition to fake medicines
27. I perceive the MAS to be reliable

SECTION G: Job Relevance (Yes, No)
28. In my pharmacy practice, the use of MAS is important
29. In my job, using the MAS is relevant
30. My pharmacy practice can very well do without the MAS
31. The MAS is currently irrelevant to me as a practitioner

SECTION H: Behavioural Intention to Use
32. I plan to use MAS in the future
33. I intend to check the authenticity of all MAS-enabled products before dispensing
    I would recommend the MAS to other pharmacy practitioners
34. I would recommend the MAS to my patients
35. I intend to check the authenticity of only MAS-enabled products that are from sources I am not familiar with before dispensing
36. Validating medication is not my job, I will expect the procurement team to have used the MAS so I do not need to
37. I will rather the patient does their own checking