

# Contents

<b>Abstract</b>	<b>xi</b>
<b>Überblick</b>	<b>xiii</b>
<b>1 Introduction</b>	<b>1</b>
1.1 (Global) Demographic Change and its Consequences for Modern Societies . . . . .	2
1.2 Technological Development and its Potential for Graying Societies . .	11
1.2.1 Brief History of Technology Development . . . . .	11
1.2.2 The Consequences of Technology Development . . . . .	13
1.3 Integrative Approaches to Assist Humans in Their Environments . .	15
1.3.1 Ambient Assisted Living . . . . .	16
1.3.2 Ubiquitous Computing / Pervasive Computing . . . . .	17
1.3.3 Ambient Intelligence . . . . .	18
1.3.4 Telemedicine . . . . .	22
1.4 Varying Levels of Technology Access and Usage . . . . .	25
1.4.1 Current Needs of an Aging Society . . . . .	27
1.4.2 Age: A Critical Factor for Use of Technology? . . . . .	27
1.4.3 Technology Generations . . . . .	29
1.5 Consequences for a User-Centered Research . . . . .	31
1.5.1 Overall Summary . . . . .	31
1.5.2 Need for a User-Centered Research . . . . .	34
1.5.3 Objectives . . . . .	35
<b>2 Technology Acceptance</b>	<b>37</b>
2.1 Existing Technology Acceptance Models . . . . .	38
2.1.1 Innovation Diffusion Theory . . . . .	38
2.1.2 Theory of Reasoned Action and Theory of Planned Behavior .	40
2.1.3 Technology Acceptance Model . . . . .	43
2.1.4 Unified Theory of Acceptance and Use of Technology . . . . .	45
2.2 New Acceptance Patterns for Health-Related Technologies? . . . . .	49

2.2.1	Privacy and Data Security . . . . .	53
2.2.2	Trust . . . . .	55
2.3	Individual Differences and Technology Acceptance . . . . .	58
2.3.1	Age . . . . .	59
2.3.2	Gender . . . . .	61
2.3.3	Technical Expertise . . . . .	63
2.3.4	Attitudes Towards Use of Technology (Technical Anxiety, Technical Self-efficacy and Technical Self-confidence) . . . . .	66
2.3.5	Socio-economic Factors, Health Condition, and Cultural Influ- ences . . . . .	69
2.4	Usability as a Part of Acceptance . . . . .	71
2.4.1	International Standards on Usability . . . . .	72
2.4.2	Usability and Technology Acceptance . . . . .	74
<b>3</b>	<b>Research Intention and Realization</b> . . . . .	<b>77</b>
3.1	Multidisciplinary Scientific Approach . . . . .	78
3.1.1	Psychology . . . . .	78
3.1.2	Medical Engineering . . . . .	81
3.1.3	Computer Science . . . . .	82
3.1.4	Communication Science . . . . .	83
3.1.5	Architecture . . . . .	85
3.2	Realization in the Future Care Lab® . . . . .	86
3.2.1	Smart Wall . . . . .	88
3.2.2	Smart Floor . . . . .	89
3.2.3	Monitoring Vital Data . . . . .	89
3.3	Overall Research Goals . . . . .	92
<b>4</b>	<b>Research Approach</b> . . . . .	<b>95</b>
4.1	Research Methods . . . . .	95
4.1.1	Qualitative Methods . . . . .	96
4.1.2	Quantitative Methods . . . . .	99
4.2	Overview of the Implemented Studies . . . . .	104
4.2.1	Individual Interviews . . . . .	104
4.2.2	Focus groups . . . . .	106
4.2.3	Questionnaires . . . . .	111
4.2.4	Experimental Studies . . . . .	120
4.3	Research Model . . . . .	126
User characteristics	. . . . .	128

	System Requirements and Expectations . . . . .	130
	Formation of Opinion and the Resulting System Adoption . . .	131
4.4	Hypotheses and Research Questions . . . . .	132
4.5	Note About the Analyses of the Results . . . . .	134
<b>5</b>	<b>User Diversity and the Use of Technology</b>	<b>139</b>
5.1	Attitudes Towards Use of Technology . . . . .	140
5.1.1	Technology Generations: Young and Old Technology Users . .	140
5.1.2	The Role of Gender in the Use of Technology . . . . .	143
5.2	Technical Experience and Subjective Technical Self-Confidence . . . .	146
5.3	Attitudes Towards Aging . . . . .	148
5.3.1	Quality of Life in Old Age . . . . .	149
5.3.2	Concerns in Old Age . . . . .	150
5.3.3	Active and Passive Lifestyle in Old Age . . . . .	150
5.4	Attitudes Towards (Chronic) Diseases . . . . .	152
<b>6</b>	<b>Trust, Privacy, and Security in the Use of eHealth Technology</b>	<b>159</b>
6.1	Trust in the System's Reliability . . . . .	159
6.1.1	Trust Properties . . . . .	160
6.1.2	Trust Conditions . . . . .	161
6.2	Perceptions of Privacy . . . . .	164
6.2.1	Privacy in General . . . . .	165
6.2.2	Privacy in Selected Areas in the Home Environment . . . . .	167
6.3	Perceptions of Security . . . . .	170
6.4	Control vs. Surveillance . . . . .	177
<b>7</b>	<b>Acceptance of eHealth Technology in the Home Environment</b>	<b>189</b>
7.1	Meta-Analysis for the Acceptance of eHealth Technology . . . . .	190
7.2	Motivation to Use Health-Supporting Ambient Technology . . . . .	193
7.2.1	Perceived Benefits of Using eHealth Technology . . . . .	193
7.2.2	Perceived Barriers for the Use of eHealth Technology . . . . .	194
7.3	Impact of Culture on the Acceptance of eHealth Technology . . . . .	196
7.4	Perceived Ease of Use and Usefulness of eHealth Technology . . . . .	198
7.4.1	Perceived Ease of Use . . . . .	198
7.4.2	Perceived Usefulness . . . . .	199
7.5	How Are User Characteristics Associated with the Acceptance of eHealth? . . . . .	202
<b>8</b>	<b>Usability of Medical Assistive Technology</b>	<b>211</b>

8.1	Experiment I: Vital Data Monitoring and the Usability of eHealth . . .	212
8.1.1	Preliminary Outcomes . . . . .	213
8.1.2	Impact of User Diversity on Privacy, Trust, and Security . . . .	214
	Privacy . . . . .	214
	Trust in the System's Reliability . . . . .	216
	Data Security . . . . .	217
8.2	Experiment II: Expanding Traditional Usability Criteria in the Context of Health-Related Technology . . . . .	219
8.2.1	Impact of User Diversity on Usability and Acceptability of eHealth . . . . .	221
	Usability . . . . .	222
	Learnability . . . . .	223
	System Complexity, Perceived Usefulness, and User Satisfaction	224
	Privacy . . . . .	224
	Trust and Security . . . . .	225
8.2.2	The Best Predictors for the Adoption of eHealth Technology . .	225
	Suitability for Use . . . . .	226
	Operationality . . . . .	227
	Usefulness . . . . .	227
<b>9</b>	<b>Conclusions and Future Research Directions</b>	<b>233</b>
9.1	Evaluation of the Results . . . . .	235
9.1.1	User Diversity . . . . .	235
9.1.2	Dynamic Character of Acceptance . . . . .	239
9.1.3	Additional System Requirements . . . . .	241
9.1.4	The Power of the Usability . . . . .	243
9.2	Final Conclusions and Recommendations . . . . .	244
9.3	Limitations . . . . .	251
9.3.1	Critical Consideration of the Methodology . . . . .	252
9.3.2	Further Points of Criticism . . . . .	253
9.4	Future (Research) Directions . . . . .	254
	<b>Bibliography</b>	<b>257</b>