

## Appendix A1.

Table I. Results of exploratory factor analysis and descriptive statistics of scale items

Items of constructs	Label	$\lambda$	Variance (%)	M	StD
<i>Behavioural intentions (Han &amp; Hyun, 2015)</i>					
			5.259		
I will recommend Cyprus to others for medical services.	L2	.666		5.738	1.091
I will consider Cyprus when I need medical services in future.	L1	.696		5.481	1.324
Even if the prices of medical services are increased, I will still recommend this place.	L3	.586		5.388	1.377
<i>Satisfaction (Han &amp; Hyun, 2015)</i>					
			7.140		
My overall perception of medical service quality is satisfactory.	S1	.674		5.275	1.504
Cyprus' medical tourism offering is the same as its promise.	S2	.807		5.250	1.431
I feel that the overall performance of medical tourism in Cyprus is satisfactory.	S3	.753		5.438	1.345
The medical tourism performance in Cyprus has met my expectations.	S4	.664		5.554	1.252
My satisfaction level with Cyprus as a destination for medical tourism is quite close to my ideal.	S5	.785		5.500	1.300
<i>Country environment (Fetscherin &amp; Stephano, 2016)</i>					
			10.288		
Cyprus has low corruption.	CE1	.673		4.546	1.500
It is convenient to travel to Cyprus.	CE2	.692		4.792	1.539
Cyprus is culturally similar to my country.	CE3	.830		4.954	1.613
Cyprus has an overall positive country image.	CE4	.748		5.116	1.664
The economy in Cyprus is stable.	CE5	.519		4.165	1.674
Cyprus has a language similar to mine.	CE6	.615		4.357	2.319
Travelling to Cyprus is safe.	CE7	.812		5.434	1.769
<i>Tourism Destination (Fetscherin &amp; Stephano, 2016)</i>					
			9.096		
Cyprus has many cultural or natural attractions/sites.	TD1	.719		5.169	1.561
Weather conditions in Cyprus are excellent.	TD2	.775		5.861	1.385
Cyprus is an attractive tourist destination.	TD3	.921		5.615	1.465
Cyprus is a popular tourist destination.	TD4	.934		5.636	1.358
<i>Medical Tourism Costs (Fetscherin &amp; Stephano, 2016)</i>					
			8.905		
The travelling costs to Cyprus are low.	MC1	.787		4.225	1.911
Cyprus has low accommodation costs.	MC2	.869		4.109	1.938
Cyprus has low treatment costs.	MC3	.927		4.101	1.924
Cyprus has low healthcare costs.	MC4	.901		4.380	1.934
<i>Facility &amp; Services (Fetscherin &amp; Stephano, 2016)</i>					
			24.058		
Cyprus has quality treatments and medical materials.	FS1	.673		5.359	1.310
Cyprus has hospital/medical facilities with high standards.	FS2	.710		5.516	1.447
Cyprus has highly-experienced doctors.	FS3	.713		5.814	1.133
Cyprus has well-trained doctors.	FS4	.758		5.969	1.092
Cyprus has reputable doctors.	FS5	.768		5.961	1.052
Cyprus has internationally certified staff and doctors.	FS6	.723		6.000	1.004
Cyprus has hospital/medical facilities with good healthcare indicators.	FS7	.814		5.806	1.100
Cyprus has doctors I would recommend to my family or friends.	FS8	.723		5.977	1.067
Cyprus has reputable hospitals/medical facilities.	FS9	.750		5.772	1.136
Cyprus has friendly staff and doctors.	FS10	.634		6.000	1.034
Cyprus has an overall positive medical tourism image.	FS11	.678		5.783	1.201
Cyprus is known for state-of-the-art medical equipment.	FS12	.629		5.547	1.263
Cyprus has internationally accredited hospitals/medical facilities.	FS13	.754		5.602	1.260
Cyprus has internationally educated doctors.	FS14	.747		5.822	1.151
Cyprus has hospitals/medical facilities I would recommend.	FS15	.794		5.806	1.264

Cyprus offers high quality in healthcare.	FS16	.776	5.890	1.101
Cyprus has internationally certified doctors.	FS17	.673	5.938	1.025

---

*Note:*  $\lambda$  is factor loading coefficient. Items were measured by seven Likert scale ranging from 1: strongly disagree to 7: strongly agree. M stands for mean, StD is standard deviation. Kaiser-Meyer-Olkin (KMO) measure with .856 and Bartlett's test of Sphericity of 3960.183 was significant ( $P<.001$ ). The sources of the scale items are presented in parenthesis.

Table II: profile of the respondents

<i>Gender</i>	<i>N</i>	<i>%</i>	<i>Age</i>	<i>N</i>	<i>%</i>
Men	50	38.46	Below 26	6	4.62
Women	80	61.54	26-35	47	36.15
Total	130	100	36-45	58	44.62
			46-55	13	10.00
<i>Education level</i>			56 or above	6	4.62
had not completed high school	13	10.00	Total	130	100
high school diplomas	29	22.31			
two-year college degrees	25	19.23	<i>Income level</i>		
bachelor degrees	48	36.92	\$19,999 or less	15	11.54
postgraduate degrees	15	11.54	\$20,000 - \$39,999	65	50.00
Total	130	100	\$40,000 - \$49,999	38	29.23
			\$50,000 - \$59,999	7	5.38
<i>Length of stay</i>			\$60,000 or more	5	3.85
1 week	52	40.00	Total	130	100
2 weeks	63	48.46			
1 month	12	9.23			
2 months	2	1.54			
3 months or more	1	0.77			
Total	130	100			

*Note:* N reperesnets frequency.

Table III. Results of Heterotrait-Monotrait Ratio (HTMT) for discriminate validity

HTMT	Medical tourism costs	Tourism destination	Tourism destination	Facility and services	Desired behavioural intentions
Tourism destination	.227				
Tourism destination	.112	.432			
Facility and services	.243	.287	.289		
Desired behavioural intentions	.210	.396	.207	.627	
Satisfaction	.292	.338	.199	.547	.839

Table IV: Results of correlation analysis

Factor	1	2	3	4	5	6
1. Country environment	1.000					
2. Tourism destination	.371**	1.000				
3. Medical tourism costs	.161	.090	1.000			
4. Facility and services	.241*	.267**	.232**	1.000		
5. Satisfaction	.291**	.180*	.259**	.494**	1.000	
6. Desired behavioural intentions	.321**	.166	.180*	.541**	.699**	1.000

*Note:* \*\*:Correlation is significant at the 0.01 level (2-tailed), \*:Correlation is significant at the 0.05 level (2-tailed).