

- frustration
 - remove the app
 - donation stopped
 - dropout
 - removed app / plans to remove app
 - deinstalled bc of low data transparency
 - Threat of deinstallation
 - Sign of frustration
 - frustration
- good idea / concept
 - good idea
 - General appreciation of the idea
- motivation to support
 - motivation for usage
 - Regret that app cannot be used because of unsupported device
 - readiness to help / donate data
 - Wish to support
 - regret that donation is not possible
 - wish to support research/community
- lack of transparency of donated data
 - Transferred data not displayed
 - no feedback about which/if data was transferred
 - need for transparency
- need for feedback
 - hypotheses about functionality due to lack of feedback
 - mangelndes Feedback
 - Wish for feedback if app is running correctly/doubt it works
- no issues
 - positive experience with app / donation
- data privacy concerns
 - user mistrust in the app
 - data privacy/security
 - worry about data privacy
 - Suspicion/doubt about data privacy
- peer support
 - Informing community about official support
 - informing other users about bug

- User needs
 - Need for results (analysis of donated data)
 - asking to kindly handle the data with care
 - Socioeconomic divide
 - Need for app support
 - Need for transparency (data privacy/security)
- Need for more information
 - misconsumption about app's purpose
 - No general feedback
 - Wish for reward
- Persistence (aka intrinsic long term motivation)
 - hope/request/patience for improvement
 - Threatening to uninstall app
 - Peer-pressure to motivate others to use the app
 - Peer support
 - Revisited reviews
 - „second chance“ with countdown for usage
 - Criticising RKI
 - Criticising other users
 - Workarounds
 - feature request to keep up motivation for long-term use
 - Hope for improvement
- General Assessment
 - criticism for lack of wearables/OS -> limited user numbe
 - Negative halo effect: media on tracing app, but not datenspende
 - App not ready yet
 - Data privacy issues
 - Good idea/concept
- suggestions / feedback
 - improvement input
 - error gone after some time
 - Hope for improvement
 - change of stars when day counter started working
 - improvement reported
 - improvement through app update

- Motivations
 - expects personal benefit
 - aware of benefit for others
 - no personal benefit through app
 - downloaded app because of official / credible image of RKI
 - Purchased devices specifically to donate
 - asking to share more data then asked for
 - Hope to mitigate consequences of the pandemic (for oneself)
 - Commitment to serve for the greater good/the community
 - Wish to support science
 - sharing data as an exception for the cause/credibility of RKI
- Positive Emotions
 - appreciation for hard work to RKI/developers
 - Happy to help
 - Relieve that it doesn't work
 - Wish to donate more data
 - Thankfull for app/community/Praise
- Negative Emotions
 - sceptical
 - unknowingly (left in the lurch)
 - Sad (that app cannot be used)
 - Doubt about results
 - Suspicion about alternative motives of app
 - Fear
 - Anger about info on RKI website
 - Anger
 - Frustration
- Technical issues & Usability?
 - Issues with update
 - Need for feedback on donated data
 - Daycounter not working
 - Deleted data sources reappeared
 - App crashes
 - Wearable not supported
 - No wearable
 - Need for feedback if donated data was received

- workaround
 - workaround to make app work
- conspiracy theories
 - Fake Corona
 - Appeal to community to "inform" about "fake" corona
 - Fake corona
- media reports
 - reference to media report
 - Criticism based on press articles
 - Asking for opinion of experts (CCC)
- socioeconomic divide
 - need for (expensive) wearables
 - Criticism only expensive devices are supported
- unsupported devices
 - additional devices
 - not usable with own device
 - Resentment that it is not usable with only smartphone
 - plan to participate when own device is supported
- day counter not working
 - Day counter not working