

Additional file 1 Categorization of Participant Responses to Responsiveness Performances

<i>Responsiveness Doman (no. of questions)</i>	<i>Responses Categorized Fail</i>	<i>Minimum % score (No. of questions *100/D)</i>	<i>Cut-off scores for fail (B)</i>	<i>% cut-off Fail (B*100%/D)</i>	<i>Responses Categorized Good</i>	<i>Cut-off scores for Good (C)</i>	<i>% cut-off for Good (C*100%/D)</i>	<i>Responses Categorized Very Good</i>	<i>Maximum Score (D)</i>	<i>Maximum % score (D*100%/D)</i>
<i>Autonomy (6)</i>	Extremely disagree, strongly disagree, disagree, neutral	14.4	24	57.1	Agree, strongly agree	36	75.0	Extremely agree	42	100.0
<i>Attention (7)</i>	Very long, long	20.0	21	60.0	Usually	28	80.0	Always	35	100.0
<i>Communication (7)</i>	Very bad, bad, neutral	20.0	21	60.0	Good	28	80.0	Very Good	35	100.0
<i>Amenities (11)</i>	Very bad, bad, neutral	20.0	33	60.0	Good	44	80.0	Very Good	55	100.0
<i>Choice (3)</i>	Never, only sometimes	25.0	6	50.0	Usually	9	75.0	Always	12	100.0
<i>Confidentiality (3)</i>	Never, only sometimes	25.0	6	50.0	Usually	9	75.0	Always	12	100.0
<i>Respect (7)</i>	Never, only sometimes	25.0	14	50.0	Usually	21	75.0	Always	28	100.0
<i>Total Responsiveness (44)</i>	Extremely disagree, strongly disagree, disagree, neutral, very long, long, very bad, bad, never, only sometimes	20.1	129	58.9	Agree, strongly agree, usually, good	175	79.9	extremely agree, always, very good	219	100.0

[illegible]