

Supplementary table 1 questions used to assess health system responsiveness

Domains	Response categories
Dignity (respect for clients)	Never Sometimes Usually Always
How often did doctor, nurses, or other health care providers treat you with respect?	
How often were your physical examinations and treatments done in a way that your privacy was respected?	
How often were your physical examinations and treatments done in a way that your privacy was respected?	
How often did health care providers encourage you to ask a question about diseases treatment and care?	
Confidentiality	
How often discussed with your health care provider done privately so other people who you did not want to hear could not overhear what was said?	
How often did your health care provider keep your personal information confidential?	
Communication	
How would you rate the health care providers listen carefully to you?	
How would you rate health professionals greeted in a way that made you feel comfortable?	
How would you rate the health care provider's explanation of things in a way you could understand?	
How would you rate health care providers give you time to ask questions about your health problem or treatment?	
Autonomy	
How often did health care providers provide information on alternative treatment options?	
How often did health care providers involve you in deciding about the care treatment or test?	

How often did health care providers consult you about your preferences over alternative treatment options?	
How often did health care providers ask your permission /consent before starting the treatment or tests?	
Choice in health care	
How often health care providers did you have a choice between health care providers in health care unit?	
How often the health care providers did you have a choice between health care units?	
How often health care providers did you have the opportunity to see specialist if you wish?	
Prompt attention	
How would you rate the traveling time to the health facility?	Very long
How would you rate the length of time spent for examination or consultation in labour after you reach health facility?	Long Short
How would you rate the care you get, when you wanted, as soon as reasonable?	Very short
How would you rate the amount of time people spend on non-emergency waiting lists?	
How would you rate Equality in waiting times between different patient groups	
Quality of basic amenities	
How would you rate the basic quality of the waiting room, for example, space, sitting and fresh air?	Very poor Poor
How would you rate the cleanliness of the health care unit?	Good
How would you rate the maintenance of buildings in health care units?	Very good
How would you rate access to clean water at health care unit?	
How would you rate the cleanliness of the toilets in health care units?	
Social support	

How would you rate the freedom to act religious or cultural activities during inpatient (like Prayer...)?	
How would you rate the ease of having family and friends to visit you in ward?	
How would you rate the ease of bringing services like food or other consumables by families and relatives in ward?	