

Supplementary File 1.

English-language questionnaire used to assess maternity care service quality, women's satisfaction, and associated factors in public hospitals in Sana'a City, Yemen

	Informed Consent
Questionnaire No.....	Dear Sister,
Registration Number.....	I am a researcher from the Faculty of Medicine and Health Sciences at Sana'a University. We are conducting a study on <u>maternal health services</u> , with the approval of the Faculty of Medicine and Health Sciences at Sana'a University.
Notes	
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.....	The aim of this study is to <u>assess the maternity care service quality, women's satisfaction, and associated factors in public hospitals in Sana'a City, Yemen.</u> As part of this study, we will record some information and observations using a questionnaire.
Signature:	The information we obtain from you will be kept strictly confidential in accordance with the ethical principles of scientific research. The information you provide will not have any effect on your care, or work.
	Now, would you like to ask about anything regarding the study?
	<u>Do you agree to participate in this study?</u>
	☐ Yes, I agree → Continue
	☐ No, I do not agree → End the interview

A. Socio-demographic Characteristics of Postnatal Women

Variables	Expected answer	Code
Hospital name	-----	
Age	----- years	
Place of residence	☐ Urban	1
	☐ Rural	2
Educational level	☐ Uneducated	1
	☐ Educated	2
Occupation	☐ Employed	1
	☐ Housewife	2
Monthly household income	----- YRs	

B. Obstetric Characteristics of Postnatal Women		
Variables	Expected answer	Code
Parity	☐ Primipara	1
	☐ Multipara	2
Number of living children	-----	
Pregnancy intention	☐ Wanted	1
	☐ Unwanted	2
Waiting time to receive care from HCPs	----- minutes	
Mode of delivery	☐ Vaginal	1
	☐ Caesarean	2
Duration of labour	----- hours	
Newborn outcome	☐ Live birth	1
	☐ Complications/died	2
ANC follow-up	☐ Yes	1
	☐ No	2
Attendance at ANC education sessions	☐ Yes	1
	☐ No	2
Provision of a birth plan	☐ Yes	1
	☐ No	2

C. Modified/Adapted SERVQUAL Scale for Assessing Women's Satisfaction with the Quality of Maternity Care Services

Dimension	Women's Satisfaction Indicators	1	2	3	4	5
Tangibility	Availability and adequacy of equipment and supplies	☐	☐	☐	☐	☐
	Physical environment is well maintained	☐	☐	☐	☐	☐
	Clean and comfortable labouring environment in the hospital (i.e., bed, delivery room, toilets)	☐	☐	☐	☐	☐
	Labour and delivery staff are neat and well-dressed	☐	☐	☐	☐	☐
Reliability	Delivery care was provided consistently and as expected	☐	☐	☐	☐	☐
	Consistency of care provided by HCPs	☐	☐	☐	☐	☐
	Appropriate health advice was provided for newborn care	☐	☐	☐	☐	☐
Responsiveness	Waiting time between the onset of labor/contractions and receiving care	☐	☐	☐	☐	☐
	Timely attention to the mother's condition after delivery	☐	☐	☐	☐	☐
	Adequate pain relief was provided during delivery	☐	☐	☐	☐	☐
	Timely attention to the newborn's condition	☐	☐	☐	☐	☐
Assurance	HCPs treated the mother with respect and dignity	☐	☐	☐	☐	☐
	HCPs demonstrated competence in providing care to the mother and newborn	☐	☐	☐	☐	☐
	Care was provided safely	☐	☐	☐	☐	☐
	HCPs provided adequate information and answered questions clearly	☐	☐	☐	☐	☐
Empathy	Emotional support was provided during delivery	☐	☐	☐	☐	☐
	HCPs communicated effectively during delivery	☐	☐	☐	☐	☐
	Individualized attention was provided during antenatal care	☐	☐	☐	☐	☐
	Individualized attention was provided during postnatal care	☐	☐	☐	☐	☐

1. Fully dissatisfied; 2. Somewhat dissatisfied; 3. Neither dissatisfied nor satisfied; 4. Somewhat satisfied; 5. Fully satisfied. HCPs=Healthcare providers