

**Supplemental file 1: Search Strategy**

Database	Search strategy	Limits	Date searched	Hits	Total of records screened (titles and abstracts)	Number of duplicates removed	Total (after screening titles and abstracts)	Total number of full-texts examined	Total number of records included
<b>EBSCOHost (CINAHL, Medline)</b>	"legitima*" AND "responsive*"	2000 till present* English	14/03/2023	139	256	25	39	25**	18
<b>Pubmed</b>	"legitima*" AND "responsive*"	2000 till present* English	14/03/2023	117					

\*We limited the search for empirical literature from 2000 till present to take into account that the concept of health systems responsiveness was proposed by the WHO in World Health report 2000.

\*\*Seven full-text records were excluded: the English versions of two could not be found, and five were found to not specifically focus on health systems responsiveness

## Supplemental file 2: Papers Reviewed

Record	Aim	Reference to legitimacy
<b>Achstetter, K., Köppen, J., Hengel, P., Blümel, M., &amp; Busse, R. (2022). Drivers of patient perceptions of health system responsiveness in Germany. Int J Health Plann Manage, 37 Suppl 1, 166-186.</b> <a href="https://doi.org/10.1002/hpm.3570">https://doi.org/10.1002/hpm.3570</a>	To analyse patient-side determinants that affect perceptions and assessments of health systems responsiveness.	<i>“HSR is defined as the degree to which a system responds to the non-medical <b>legitimate</b> expectations of the population in its interaction with the health system.”</i>
<b>Alavi, M., Forouzan, A. S., Moradi-Lakeh, M., Ardakani, M. R. K., Shati, M., Noroozi, M., &amp; Sajjadi, H. (2018). Inequality in Responsiveness: A Study of Comprehensive Physical Rehabilitation Centers in Capital of Iran. Health Serv Res Manag Epidemiol, 5, 2333392818789026.</b> <a href="https://doi.org/10.1177/2333392818789026">https://doi.org/10.1177/2333392818789026</a>	To identify whether there is any inequality in meeting the legitimate expectations of people with physical disabilities who attend the comprehensive rehabilitation centres (CRCs) in Tehran based on their socioeconomic situation.	<i>“Responsiveness refers to meeting the <b>legitimate</b> expectations of people who interact with the health system.”</i>
<b>Asefa, G., Atnafu, A., Dellie, E., Gebremedhin, T., Aschalew, A. Y., &amp; Tsehay, C. T. (2021). Health System Responsiveness for HIV/AIDS Treatment and Care Services in Shewarobit, North Shewa Zone, Ethiopia. Patient Prefer Adherence, 15, 581-588.</b> <a href="https://doi.org/10.2147/ppa.S300825">https://doi.org/10.2147/ppa.S300825</a>	Assess the health system responsiveness of HIV/AIDS treatment and care services and associated factors in the public health facilities of Shewarobit town, Ethiopia.	<i>“Health System Responsiveness is the key objective of the health system used to fulfil patients’ universal <b>legitimate</b> expectations.”</i>
<b>Bramesfeld, A., Klippel, U., Seidel, G., Schwartz, F. W., &amp; Dierks, M. L. (2007). How do patients expect the mental health service system to act? Testing the WHO responsiveness concept for its appropriateness in mental health care. Soc Sci Med, 65(5), 880-</b>	To evaluate the WHO responsiveness concept regarding its applicability to mental health care systems.	<i>“Responsiveness seeks to relate patients’ experiences to a common set of standards, which patients <b>legitimately</b> expect when coming into contact with the system.”</i>

Record	Aim	Reference to legitimacy
889. <a href="https://doi.org/10.1016/j.socscimed.2007.03.056">https://doi.org/10.1016/j.socscimed.2007.03.056</a>		
<b>Bramesfeld, A., &amp; Stegbauer, C. (2016). Assessing the performance of mental health service facilities for meeting patient priorities and health service responsiveness. <i>Epidemiol Psychiatr Sci</i>, 25(5), 417-421. <a href="https://doi.org/10.1017/s2045796016000354">https://doi.org/10.1017/s2045796016000354</a></b>	Engages with the gap in studies which recognises patients' preferences as outcomes when assessing health systems responsiveness, particularly within mental health care.	<i>"Health service responsiveness measures distinct patient experiences with non-medical health issues [...] It thus seeks to put patients' experience in relation to a common set of standards, of what patients' <b>legitimately</b> expect when coming in contact with the system and its services."</i>
<b>Bramesfeld, A., Wedegärtner, F., Elgeti, H., &amp; Bisson, S. (2007). How does mental health care perform in respect to service users' expectations? Evaluating inpatient and outpatient care in Germany with the WHO responsiveness concept. <i>BMC Health Serv Res</i>, 7, 99. <a href="https://doi.org/10.1186/1472-6963-7-99">https://doi.org/10.1186/1472-6963-7-99</a></b>	Utilise the concept of responsiveness to evaluate the performance of mental health care in a catchment area in Germany.	<i>"Responsiveness relates to the system's ability to respond to service users' <b>legitimate</b> expectations of non-medical aspects."</i>
<b>Fiorentini, G., Ragazzi, G., &amp; Robone, S. (2015). Are bad health and pain making us grumpy? An empirical evaluation of reporting heterogeneity in rating health system responsiveness. <i>Soc Sci Med</i>, 144, 48-58. <a href="https://doi.org/10.1016/j.socscimed.2015.09.009">https://doi.org/10.1016/j.socscimed.2015.09.009</a></b>	Examines the influence of both the patients' state of health and their experiences of pain on their reporting style on responsiveness.	<i>"Responsiveness concerns a system's ability to respond to patients' <b>legitimate</b> expectations regarding the non-health enhancing and non-financial aspects of health care."</i>
<b>Gromulska, L., Supranowicz, P., &amp; Wysocki, M. J. (2014). Responsiveness to the hospital patient needs in Poland. <i>Rocz Panstw Zakl Hig</i>, 65(2), 155-164.</b>	To describe the patients' opinions on treatment they received in hospital.	<i>"Health system responsiveness is defined as non-medical aspect of treatment relating to the protection of the patients' <b>legitimate</b> needs and expectations..."</i>
<b>Joarder, T., George, A., Ahmed, S. M., Rashid, S. F., &amp; Sarker, M. (2017). What constitutes responsiveness of physicians: A qualitative study in rural Bangladesh. <i>PloS one</i>, 12(12),</b>	To explore the perceptions of outpatient users and providers regarding what constitute responsiveness in rural Bangladesh.	<i>"...responsiveness is defined as the 'social actions by health providers to meet the <b>legitimate</b> expectations of patients'"</i>

Record	Aim	Reference to legitimacy
<p>e0189962.  <a href="https://doi.org/10.1371/journal.pone.0189962">https://doi.org/10.1371/journal.pone.0189962</a></p>		
<p>Joarder, T., George, A., Sarker, M., Ahmed, S., &amp; Peters, D. H. (2017). Who are more responsive? Mixed-methods comparison of public and private sector physicians in rural Bangladesh. <i>Health Policy Plan</i>, 32(suppl_3), iii14-iii24.  <a href="https://doi.org/10.1093/heapol/czx111">https://doi.org/10.1093/heapol/czx111</a></p>	<p>Uses mixed-methods to compare responsiveness of public and private physicians in rural Bangladesh.</p>	<p><i>“Responsiveness of physicians (ROPs) reflects the social actions by physicians to meet the <b>legitimate</b> expectations of health care users”.</i></p>
<p>Joarder, T., Islam, M. A., Islam, M. S., Mostari, S., &amp; Hasan, M. T. (2022). Validation of Responsiveness of Physicians Scale (ROP-Scale) for hospitalised COVID-19 patients in Bangladesh. <i>BMC Health Serv Res</i>, 22(1), 1040. <a href="https://doi.org/10.1186/s12913-022-08413-4">https://doi.org/10.1186/s12913-022-08413-4</a></p>	<p>To validate the existing ROP-Scale to measure the responsiveness of hospital physicians during the ongoing COVID-19 pandemic in Bangladesh.</p>	<p><i>“...Responsiveness of Physicians (ROP) refers to the social actions by physicians to meet the <b>legitimate</b> expectations of healthcare users”</i></p>
<p>Joarder, T., Mahmud, I., Sarker, M., George, A., &amp; Rao, K. D. (2017). Development and validation of a structured observation scale to measure responsiveness of physicians in rural Bangladesh. <i>BMC Health Serv Res</i>, 17(1), 753. <a href="https://doi.org/10.1186/s12913-017-2722-1">https://doi.org/10.1186/s12913-017-2722-1</a></p>	<p>To develop a scale for measuring responsiveness of physicians in rural Bangladesh, by structured observation method.</p>	<p><i>“De Silva [6] argued, ‘legitimate expectation’ is aligned with the concept of ‘normative expectations’. She defined ‘legitimate’ as, ‘...conforming to recognized principles or accepted rules and standards’ (p. 04), and suggested <b>legitimate</b> expectations be determined based on ethical norms and values.”</i></p>
<p>Lunevicius, R., &amp; Rahman, M. H. (2012). Assessment of Lithuanian trauma care service using a conceptual framework for assessing the performance of health system. <i>Eur J Public Health</i>, 22(1), 26-31. <a href="https://doi.org/10.1093/eurpub/ckq184">https://doi.org/10.1093/eurpub/ckq184</a></p>	<p>To describe and assess the trauma service of Lithuania using a conceptual framework for assessing the performance of health systems.</p>	<p><i>“The <b>legitimate</b> expectations of the community—respect of persons in terms of dignity, autonomy, confidentiality, client orientation—do not correspond with the responsiveness of the trauma service.”</i></p>

Record	Aim	Reference to legitimacy
Negash, W. D., Atmaru, A., Asmamaw, D. B., & Tsehay, C. T. (2022). Does Health System Responsiveness Differ between Insured and Uninsured Outpatients in Primary Health Care Facilities in Asagirt District, Ethiopia? A Cross-Sectional Study. <i>Advances in Public Health</i> , 1-10. <a href="https://doi.org/10.1155/2022/3857873">https://doi.org/10.1155/2022/3857873</a>	To evaluate the health system responsiveness among insured and uninsured outpatients in primary healthcare facilities and determine the association between health insurance and health system responsiveness among outpatients.	<i>An effective designation of health facilities improves the facility's ability to respond to patients' legitimate expectations."</i>
Negash, W. D., Tsehay, C. T., Yazachew, L., Asmamaw, D. B., Desta, D. Z., & Atnafu, A. (2022). Health system responsiveness and associated factors among outpatients in primary health care facilities in Ethiopia. <i>BMC Health Serv Res</i> , 22(1), 249. <a href="https://doi.org/10.1186/s12913-022-07651-w">https://doi.org/10.1186/s12913-022-07651-w</a>	To assess health system responsiveness and associated factors among outpatients in primary health care facilities, Asagirt District, Ethiopia	<i>"From these goals, health system responsiveness (HSR) is defined by the World Health Organization (WHO) as "how well the health system meets the legitimate expectations of the population for the non-health enhancing aspects of the health system"."</i>
Rahman, M. H. U., Singh, A., & Madhavan, H. (2019). Disability-based disparity in outpatient health system responsiveness among the older adults in low- to upper-middle-income countries. <i>Health Policy Plan</i> , 34(2), 141-150. <a href="https://doi.org/10.1093/heapol/czz013">https://doi.org/10.1093/heapol/czz013</a>	Uses data from the Study on Global Ageing and Adult Health conducted in China, Ghana, India, Mexico, Russia and South Africa during 2007–10 and examines the disability-based disparity in outpatient HSR among the older adults in the abovementioned countries.	<i>"The concept of HSR can also be envisaged as a tool to study the response of health system for the nonmedical, legitimate expectations of a population in its interactions with the health system."</i>
Ramos, L. M., Quintal, C., Lourenço, Ó., & Antunes, M. (2019). Unmet needs across Europe: Disclosing knowledge beyond the ordinary measure. <i>Health Policy</i> , 123(12), 1155-1162. <a href="https://doi.org/10.1016/j.healthpol.2019.09.013">https://doi.org/10.1016/j.healthpol.2019.09.013</a>	Discusses the ordinary measure of responsiveness (prevalence of unmet needs in the whole population) based on the level of healthcare needs among the population.	<i>"Unmet healthcare needs (or foregone healthcare) is a widely used intermediate indicator to evaluate healthcare systems attainment since it relates to health outcomes, financial risk protection, improved efficiency and responsiveness to the individuals' legitimate expectations."</i>
Tremblay, D., Roberge, D., & Berbiche, D. (2015). Determinants of patient-reported	To report on patients' perceptions of cancer services responsiveness and to identify patient	<i>"The 2000 World Health Report [7] has paved the way for PREMs, putting service users'</i>

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<b>experience of cancer services responsiveness.</b> <b>BMC Health Serv Res, 15, 425.</b> <b><a href="https://doi.org/10.1186/s12913-015-1104-9">https://doi.org/10.1186/s12913-015-1104-9</a></b>	characteristics and organizational attributes that are potential determinants of a positive patient-reported experience.	<i>legitimate expectations at the forefront of health systems responsiveness.</i> ”