

## Supplementary Material 2: Appendix 2

### DOTS SERVIQUAL questionnaire

|     | Domains of DOTS SERVIQUAL  | SD | D | A | SA |
|-----|--|----|---|---|----|
|     | <b>Tangibility</b>   |    |   |   |    |
| 1.  | I expect TB drugs to be available at the DOTS center   |    |   |   |    |
| 2.  | I expect DOTS center to have clean environment, running water, regular electricity, and refrigeration facilities |    |   |   |    |
|     | <b>Reliability</b>   |    |   |   |    |
| 3.  | I expect staff at the DOTS center to keep my appointments  |    |   |   |    |
| 4.  | I expect staff to ensure that my treatment protocols are observed  |    |   |   |    |
|     | <b>Responsiveness</b>  |    |   |   |    |
| 5.  | I expect staff at DOTS center to always get my records on time whenever required                                 |    |   |   |    |
| 6.  | I expect staff to provide information on my current health condition and recovery status                         |    |   |   |    |
|     | <b>Assurance</b>   |    |   |   |    |
| 7.  | I expect laboratory results at the DOTS center will be timely delivered  |    |   |   |    |
| 8.  | I expect the staff at DOTS center to assess the accuracy of my lab results (i.e., sputum smear-microscopy)       |    |   |   |    |
|     | <b>Empathy</b>   |    |   |   |    |
| 9.  | I to pay staff at the DOTS attention to my medical concerns  |    |   |   |    |
| 10. | I expect staff at the DOTS center give attention to my specific needs  |    |   |   |    |

Note. *SD, strongly disagree; D, Disagree; A, Agree; SA, Strongly agree.*