

Table 2 Q-set statements and factor arrays: scores against each statement by factor

#	Statement	Factor		
		1	2	3
1	Skin-to-skin contact occurred either immediately or soon after birth	0*	3**	1*
2	While I was in hospital for childbirth, I was given enough advice and help about feeding and looking after the baby	-3	2**	-3
3	The local primary health care centre has been an important support to me after having a baby	-2	2**	-2
4	If I were to have another baby, I would return to the same hospital	-1	-2	-3
5	My husband was the best possible help to me after the baby was born	-2**	3	1
6	In the labour room, the care providers respected patients and were compassionate	0	-2	-1
7	There was only one doctor in the labour ward who was in rush and was moving from a patient to another	-2**	-4**	0**
8	Having a baby boy is very important to have a better social position (respect) within the family	0	-4**	4
9	I never met any of the doctors or midwives who looked after me during childbirth before I went to have the baby	4	2	2
10	The staff were usually too busy at the hospital to take care of me properly	3	-3**	1
11	<b>While I was in hospital I was given enough advice and help about my own health and recovery after birth</b>	-2	-2	-2
12	<b>Overall, I was very satisfied with the care my baby and I received in hospital after the birth</b>	0	0	0
13	There was good monitoring of patient's recovery after childbirth	-4**	-2	-2
14	<b>More care providers are needed in the labour ward</b>	2	1	2
15	Childbirth has been one of the worst experiences of my life	4*	1**	2
16	It would have been so much better if I had had a longer hospital stay after the birth	-3**	-1	-1
17	There were adequate rooms and space in the labour ward	-1	0	2*
18	I prefer giving birth at hospital rather than at home or with a traditional birth attendant	-2	4**	-4
19	<b>During childbirth I was not given the information and explanation I needed and I felt unable to ask questions</b>	1	0	0
20	Presence of the father after birth is very important	2	2	-3
21	It is important to follow cultural traditions like protecting the baby from the evil eye and eating special food	-1	0	4**
22	My companion and I were frequently left alone by the staff at a stage when it worried me to be alone (during and after giving birth)	2	-1**	2
23	There was no a choice about who or how many people kept my company during childbirth (i.e. my partner or other relative or friend)	1	1	3
24	There is a need to stay at home for the traditional 40 days after having a baby	1	-1	3
25	<b>My care provider explored adequately with me my contraceptive needs</b>	-3	-3	-2
26	Care providers gave adequate attention to women's pain and its relief during childbirth	-4**	-1	0
27	Health expenditure related to childbirth causes financial burden on my family	1	1	-2**
28	I was very satisfied with the hygiene aspect and the available facilities at the hospital	-1	-1	-1
29	The possibility of having a male doctor in labour room makes me dislike having my baby in the hospital	3	-2*	3
30	I had all my babies at the hospital	2**	4**	1*
31	Care providers need to be more tolerant with us	2	3*	1
32	<b>Care providers in the labour room got angry with patients and did not deal with them politely</b>	-1	0	-1
33	I sometimes had problems understanding what my care providers were saying to me	-1	1	-1
34	No one explained what was happening or what the options were in hospital	1	1	-1
35	The labour room was very crowded	1**	-3**	0**
36	<b>It was very difficult to complain during and after childbirth</b>	0	0	0
37	For postnatal care, it is important to see the same midwife that I had in the antenatal period	3	2	1*
38	I was given enough advice and help about my own health and recovery after birth during postnatal care visits	0	-1	-4**
39	<b>The materials and tools used by care providers during labour were clean</b>	0	0	0

\*Distinguishing statement significant at  $P < 0.05$ ; \*\*Distinguishing statement significant at  $P < 0.01$ .

Bold type indicates consensus statements.