

Supplementary File

Supplementary Table S1. Interview Questions and Illustrative Informant Responses

Theme	Interview Question	Illustrative Informant Response
Workforce Capacity and Competency	How does workforce capacity affect the quality of health services in your facility?	“High workloads and limited staff make it difficult to deliver consistent and patient-centered care.”
Workforce Capacity and Competency	What challenges do you face regarding staff training and competency development?	“Training opportunities are limited and often not aligned with practical service needs.”
Digital Health Readiness	How are digital health systems used to support service delivery in your facility?	“Electronic medical records are used, but system integration and digital literacy remain uneven.”
Digital Health Readiness	What barriers limit the effective use of digital health technologies?	“Poor infrastructure, unstable internet connections, and lack of technical support are major barriers.”
Policy Implementation and Organizational Support	How are health policies implemented at the facility level?	“Policies are clear at the national level, but bureaucratic constraints make local implementation difficult.”
Policy Implementation and Organizational Support	How does organizational leadership influence service quality improvement?	“Supportive leadership motivates staff, but limited resources restrict what can be achieved.”
Community Engagement and Patient Experience	How are patients or communities involved in quality improvement activities?	“Feedback mechanisms exist, but they are informal and not systematically used for improvement.”
Community Engagement and Patient Experience	What patient-related challenges affect service quality?	“Communication gaps and long waiting times are frequent patient concerns.”
Coordination and Service Integration	How well are services coordinated across different levels of care?	“Referral systems are fragmented, which affects continuity and efficiency of care.”
Quality Improvement Strategies	What strategies are most important for improving service quality?	“Strengthening workforce capacity, improving digital readiness, and adapting policies to local contexts.”

Response to the Editor

Dear Editor,

Thank you for your careful review of our manuscript entitled “*Strategies to Improve Health Service Quality in Indonesia: A Qualitative Study*.” We appreciate the opportunity to clarify the development and use of the interview instrument employed in this study.

The semi-structured interview guide used for data collection was developed specifically for this study based on the research objectives, a review of relevant literature, and expert input. The interview guide has not been published previously. To enhance methodological transparency and comply with the journal’s requirements, we have now provided the full English version of the interview guide as Supplementary File 1.

In addition, we have included Supplementary Table S1, which presents selected interview questions alongside illustrative informant responses. This table demonstrates the clear alignment between the interview questions and the themes identified during thematic analysis, thereby strengthening the rigor and transparency of the qualitative methodology.

We have also revised the Methods (Data Collection) section to explicitly state that the interview guide was study-specific and to direct readers to the supplementary materials. We hope these revisions adequately address the editorial query and further strengthen the methodological clarity of the manuscript. We thank you for your valuable feedback and consideration of our revised submission.

Sincerely,

Prof. Suprpto

Corresponding Author